



Metro[®]

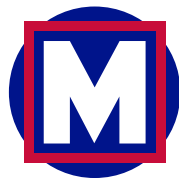
Metro's Guide to Accessibility and Independence



We Care

All Metro services – **MetroBus**, **MetroLink** and **Metro Call-A-Ride** – are accessible. At Metro, we're committed to providing high quality, accessible travel options for all of our customers, and helping you understand the best way to use these services to travel throughout the region.

This guide will help you choose the right service to best suit your travel needs and get you on your way!



Metro[®]

 A Bi-State Development Enterprise

WHAT'S INSIDE

MetroLink and MetroBus	4
Advantages to Using MetroBus and MetroLink	5
Travel Training	6
Individualized Instruction	7
Travel Orientation Services	8
Metro Call-A-Ride	9
For Individuals Who May Need More Assistance	10
ADA Eligibility	13
Non-ADA Travel on Metro Call-A-Ride	14
Reservations	15
Tips for Making the Best Use of Metro Call-A-Ride Services . .	16
You Have Choices	19
Frequently Asked Questions About Metro Call-A-Ride	20
Transit Agency Complaints, Comments and Concerns	22
Contact Information	23

METROLINK AND METROBUS

All MetroLink trains and MetroBus vehicles are accessible. They have priority seating and are equipped to accommodate mobility devices. For many passengers, MetroLink and MetroBus are the quickest and most direct way to complete your trip.

The following features are available for all passengers:

- All MetroBus vehicles are equipped with lifts or ramps
- Priority seating is available for passengers who have difficulty standing while the bus or train is in motion
- Drivers or a recording announce major stops, intersections and transfer points to help passengers recognize their stop or transfer point
- Reserved spaces are available for riders who use mobility devices, such as wheelchairs or scooters
- All MetroLink trains and stations are Americans with Disability Act (ADA) accessible
- System announcements at MetroLink stations are audible as well as visual
- Ticket Vending Machines at all MetroLink stations have tactile buttons and can provide audible information
- Schedules are available in large print or braille upon request

Do you have specific questions regarding accessibility not answered here? Call our ADA Services Department at 314-982-1510 or email us at adaservices@metrostlouis.org.

ADVANTAGES TO USING METROBUS AND METROLINK

- You get to choose your departure time
- Service is direct, with no detours or extra stops for other passengers
- Arrival times are more predictable
- Most affordable options
- On MetroLink, you are able to connect with 37 stations in Missouri and Illinois without making any transfers



The Clayton MetroLink Station, serving Clayton, Missouri and the core of St. Louis County, is just one of the many important destinations you can easily access with MetroLink

TRAVEL TRAINING

Metro offers travel training to individuals with disabilities who wish to use MetroBus and MetroLink to reach their destinations, and want to become more comfortable before getting started on a bus or train. Travel training can help you gain more independence, with better access to employment opportunities and community activities.

Travel training
is your ticket to
public transit
freedom and
independence!

Our trainers will guide you through your options for travel and teach you necessary skills, including:

- Purchasing/paying fare
- Proper street crossing skills
- Landmark identification
- Recognizing bus numbers
- Emergency procedures
- Proper boarding and departure procedures
- Determining appropriate routes
- Community safety skills



Our travel training instructors will help you become familiar with everything you need to know about using MetroLink and MetroBus

TRAVEL TRAINING: INDIVIDUALIZED INSTRUCTION

Before starting travel training, you will be individually evaluated. Based on your evaluation, instruction will be tailored to specifically meet your skill levels and needs. Individualized instruction continues on a regular basis until you feel confident in your ability and can demonstrate

independence in using public transit. Through one-on-one instruction with a qualified instructor, you will learn to ride MetroBus and MetroLink. You will also learn the practical skills needed to travel the entire Metro system safely and with confidence.



Our one-on-one training ensures the program is tailored to meet your specific needs

TRAVEL TRAINING: TRAVEL ORIENTATION SERVICES

If you simply need to be familiarized with the transit system, travel orientation services are available to provide information regarding fares, routes and schedule reading.

To learn more about our Travel Training Program, call us at **314-982-1554**.



Travel orientation is a great way to learn about Metro and all of the transit resources available to you

METRO CALL-A-RIDE

Metro Call-A-Ride service is available, with advance reservations, to both the general public and to persons whose disabilities prevent them from using the accessible, fixed-route transit services (MetroLink and MetroBus). You'll share your ride with other passengers in modern, wheelchair-accessible vehicles.

Priority reservation scheduling is provided to customers with disabilities who qualify for Americans with Disabilities Act (ADA) paratransit services.

Please note that while the Metro Call-A-Ride service is a great benefit to passengers who cannot use MetroBus and MetroLink, it is not a direct service. You will be sharing the service with other passengers. We encourage all passengers to explore the available Metro transit options that may provide a quicker or more direct journey.

The Americans with Disability Act (ADA) requires that paratransit services provide eligible customers with disabilities equivalent access to areas that are served by fixed-route services during the same times that those routes are available. Fixed-route services include all regular MetroBus routes and MetroLink lines. Commuter or express routes are not included.

To qualify for an ADA trip, the trip must start and end within 3/4 of a mile of fixed-route services at the time the service is operating. If there is no fixed-route service in the 3/4 mile area, if MetroBus or MetroLink are not in operation in the 3/4 mile area at the time of the trip, or a trip is not doable using MetroBus or MetroLink, then ADA Paratransit Services are not available.

Metro Call-A-Ride typically provides curb-to-curb service. Origin to destination service, which provides assistance from the vehicle to the first exterior door at the rider's pick up and/or drop-off location, is available for those who qualify and request the service at the time of booking. See page 15 for more information about origin to destination services.

Metro Call-A-Ride rates and availability differ based on customer status and location at the time of service.

This document answers many common questions about Metro Call-A-Ride service. For additional information, please call 314-982-1505.



Whether it's rain or shine – or snow – Metro Call-A-Ride can help you get where you need to go

FOR INDIVIDUALS WHO MAY NEED MORE ASSISTANCE

Metro Call-A-Ride service is curb-to-curb in most cases. That means customers get to and from the curb at the pick-up and drop-off locations, however reasonable service modifications and origin to destination services are available.

Reasonable Service Modifications:

Metro's policy is to provide reasonable service modifications when requested by individuals with disabilities who, without such modifications, would not be able to fully use Metro's services, programs, or activities for their intended purpose. Requests for these modifications are considered on a case-by-case basis and can be denied for one or more of the following reasons:

- Granting the request would fundamentally alter the nature of Metro's service, programs or activities
- Granting the request could create a direct threat to the health and safety of others
- Granting the request is not necessary in order for the requesting individual to access Metro's services, or
- Granting the request would create an undue financial or administrative burden for Metro

To request a reasonable modification for any of our services, please contact the Call Center Supervisor or Customer Service Coordinator at 314-982-1505.

Origin to Destination Service

Origin to destination service is available as a reasonable modification for customers who, without such assistance, are unable to access paratransit service.

Origin to destination service means assistance from the vehicle to the first exterior door at the rider's pick up and/or drop-off location.

Please be aware, this type of service may not always be feasible or safe to provide. As a result, requests should be made in advance to allow Metro to assess any safety risks that could prevent us from providing these services. However, same day requests or requests to the driver while onboard may be granted on a case-by-case basis.

For origin to destination service, (to and from most exterior door) riders must be ready to ride during the 30 minute window,

board the van within 5 minutes of the van's arrival, and meet the following conditions:

- The outermost door must be no more than 150 feet from the vehicle
- The driver must be able to maintain sight of the vehicle at all times
- There must be a direct accessible path and safe access from the vehicle to the door
- There must be safe parking on a public roadway or public parking lot
- The parked vehicle must not block or impede traffic

For any request for a reasonable service modification, including origin to destination service, the customer making the request will be notified of the decision made by Metro.

ADA ELIGIBILITY

All customers interested in receiving ADA Paratransit eligibility certification must complete an application.

Once the completed application has been received, it is reviewed by ADA Services staff. An in-person functional assessment may be required. All assessments are conducted at the Metro Transit Access Center by appointment only. Metro staff will contact you to schedule an assessment appointment.

Complimentary transportation to the assessment is available upon request. Customers who use a mobility device such as a wheelchair or scooter will need to bring the mobility device to the assessment appointment to determine if the occupied device can be accommodated on ADA Paratransit vehicles.

The assessment process will determine your ability to use Metro's services independently. It may be determined that you have:

- **Fixed-route only eligibility** – That means you don't require ADA Paratransit Services.
- **Conditional eligibility** – That means you require ADA Paratransit Services under some conditions.
- **Unconditional eligibility** – You require ADA Paratransit Services all or nearly all of the time.
- **Disability alone does not determine ADA Paratransit eligibility.** Your eligibility determination decision will be sent to you in writing following your assessment.

Applications can be obtained by contacting the ADA Services Department at 314-982-1510, Monday to Friday from 8 a.m. to 4:30 p.m., or via email at adaservices@metrostlouis.org.

NON-ADA TRAVEL ON METRO CALL-A-RIDE

Metro Call-A-Ride services are available to customers who are not ADA-eligible and to ADA customers taking trips that are not ADA-eligible.

- Service is curb-to-curb only, no origin to destination service (assistance from the door to/from the vehicle) will be provided.
- Fares are charged on a mileage basis with a base rate for minimum miles. The Metro

Call-A-Ride trip software determines the mileage between the requested origin and destination of the trip.

- Trips may only be scheduled one (1) day prior to service – by 4:30 p.m.
- All additional riders pay a fee.
- Limited service is available for some Medicaid trips.



All Metro Call-A-Ride vehicles are equipped with lifts that can accommodate wheelchairs and other mobility devices.

RESERVATIONS

The reservation lines are answered every day, including holidays, from 7:30 a.m. to 4:30 p.m. All telephone calls are monitored for quality assurance purposes. Please listen to the pre-recorded messages, which may announce any changes.

Before you call, make sure you have the following information:

- The passenger's full name, home address and phone number
- The exact address and phone number of both the origin and the destination for all of the trips you are scheduling
- All information regarding extra riders (example: personal care attendant, children, etc.) and also make the reservationist aware if there is a service animal
- If you are using Medicaid for your medical trip, please have your Medicaid number ready and the phone number of the physician's office—all Medicaid trips must be verified

- If you need any special assistance, please request it at the time of booking

Please note: The ADA permits flexibility in scheduling to allow Metro Call-A-Ride to accommodate as many customers as possible. Your trip may be scheduled up to one hour before or after the pick-up time you requested.

Once your trip is scheduled, we may pick you up 15 minutes before or after your scheduled pick up time. You must be ready 15 minutes before your scheduled pick up time.

To make your reservation on Metro Call-A-Ride, simply call 314-652-3617 or 888-652-3617.

(For hearing impaired, please call Relay Missouri at 711 and give them the above reservations number.)

TIPS FOR MAKING THE BEST USE OF METRO CALL-A-RIDE SERVICES

This list of travel tips answers many common questions about Call-A-Ride service. For additional information, please call 314-982-1505.

1 Call to make your trip reservation. If you are an ADA-eligible customer, you can schedule your trip the day before or up to three days in advance.

On Fridays, you can call to schedule your trips up to five days in advance. Call 314-652-3617 or 888-652-3617 to make your reservation.

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. Please schedule your trip as early as possible to have the best chance of securing your desired pick-up time.

2 Cancel early if you are unable to keep your reservation so we can adjust our schedules and make room for other customers.

Please call as early as possible, however 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 infractions may result in a suspension of your riding privileges. For additional information, please contact our Customer Service Coordinator at 314-982-1505.

3 Call the Cancellation and Inquiry line if you need to cancel a trip reservation or check on your trip. Call 314-289-5230 at any time. It is available every day, 24 hours a day.

4 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.

Trip changes cannot be made on short notice because it would require a completely new schedule.

You need to call at least a day before the scheduled trip to request a change.

5 Approximate pick-up times for your trips are given to you at the time you make your reservation.

The driver may arrive up to 15 minutes before or after your approximate pick-up time. You must be ready to ride when the driver arrives.

Even if the driver arrives in the early window (15 minutes before the approximate pick-up 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 Cancellation and Inquiry 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 pick-up time.

6 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, and cannot accept tips.

7 Curb-to-curb service is provided on all Metro Call-A-Ride vans for your convenience. Origin to destination service is available for those who qualify and request the service at the time of booking. For additional assistance, ADA-eligible customers may bring along an attendant at no additional charge.

8 Pick-up and drop-off locations are designated at large complexes, including colleges, shopping centers and medical facilities. If one of these locations does not meet your needs, you may request an alternate pick-up or drop-off location when making your trip request. If upon arriving at 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.

9 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.

10 Metro Call-A-Ride is able to accommodate portable oxygen tanks and respirators. The driver will assist you in securing this equipment.

11 We welcome service animals, which include dogs and other animals trained to work or perform tasks for passengers.

Remember:

To make your reservation call 314-652-3617 or 888-652-3617.

To cancel a trip reservation or check on your trip call 314-289-5230.

YOU HAVE CHOICES



MetroBus – serving 7,500 stops in Missouri and Illinois, and all buses are equipped with lifts or ramps and offer priority seating

MetroLink – 37 stations over 46 miles of rail, and all trains and platforms are ADA accessible



Metro Call-A-Ride – all vans are wheelchair lift-equipped, and priority reservation scheduling is provided for passengers taking ADA-eligible trips

FREQUENTLY ASKED QUESTIONS ABOUT METRO CALL-A-RIDE

Q) Who can use Metro Call-A-Ride?

A) While Metro Call-A-Ride is available to any customer, priority is given to eligible customers with disabilities who functionally cannot use available MetroBus/MetroLink services in St. Louis City or St. Louis County.

Q) How much does the Metro Call-A-Ride Paratransit Service cost?

A) ADA fares are twice the cost of the regular full fare on fixed-route services. ADA fares are only available when:

- (a) any personal conditions of ADA eligibility are in effect on the day of service and
- (b) the trip starts and ends within 3/4 miles of available regular fixed-route service or MetroLink station.

Q) Can someone ride with me if I need assistance?

A) One Personal Care Attendant providing assistance to an ADA-eligible customer may ride at no charge to and from the same origins and destinations as the customer.

Q) What if someone just wants to come with me?

A) At least one companion may ride with the ADA-eligible customer at the same rate as the customer. Additional companions may ride on a space available basis, and all companions must pay the same fare as the customer.

Rates for other passengers and/or other trips vary. Please call 314-652-3617 to check rates.

Q) Do I pay more to transfer to MetroBus or MetroLink

A) Transfers will be provided free of charge to passengers who want to continue their trip on MetroBus or MetroLink.

Q) When planning my Metro Call-A-Ride trips, how much travel time should I allow?

A) This service is shared with other riders, which means your trip may not be direct. To accommodate as many riders as possible, your trip may be grouped with others who will be picked up and/or dropped off during your ride. However, the length of trips for ADA-eligible customers and/or trips should be similar to the fixed-route equivalent.

Q) For what type of trips can I use Metro Call-A-Ride?

A) The Metro Call-A-Ride service is available for any type of trip you wish to take, from going to work or medical appointments, to shopping or entertainment.

Q) When and where is Metro Call-A-Ride ADA Paratransit Service available?

A) Metro Call-A-Ride ADA Paratransit Services are available for locations that are within 3/4 of a mile of a MetroBus route or MetroLink station at the time the bus/train is running. If a bus or train is not running in an area, or the trips no doable on fixed-route then Metro Call-A-Ride ADA Paratransit Services are not required. Services outside of these times and/or in these areas are limited and subject to higher fares.

Q) Is Metro Call-A-Ride available only to customers with disabilities?

A) The service is available for any customer, however priority is provided for ADA-eligible customers taking ADA-eligible trips.

Transit Agency Complaints, Comments and Concerns

Metro has designated the Director of ADA Services as the person to coordinate its ADA compliance efforts. All ADA complaints will be taken through Metro's Customer Service Department and forwarded to the Director of ADA Services as well as the appropriate facility. The Director of ADA Services will follow up with the customer and/or the facility as appropriate.

ADA service complaints may be submitted as follows:

- Phone: 314-982-1406 or 618-271-7879
(Phone lines are open Monday through Friday, 7:00 a.m. to 6:00 p.m.)
- Email: customerservice@metrostlouis.org
- Public Comment Form: metrostlouis.org/CustomerSupport/ReachCustomerSupport.aspx
- Facebook: [facebook.com/STLMetro/](https://www.facebook.com/STLMetro/)
- Twitter: @STLMetro

Public Rights Under Title VI

For more information on Bi-State Development's civil rights program, and the procedures to file a complaint, contact 314-335-3509; EEOCivilRights@bistatedev.org; or visit our administrative office at 211. N. Broadway, St. Louis, MO 63102.



Our friendly Customer Service team is ready to assist you

CONTACT INFORMATION

Main Switchboard 314-982-1400

A switchboard operator will transfer your call to the correct department within Metro. Phone lines are open Monday through Friday, 8 a.m. to 5 p.m.

Transit Information

**314-231-2345 or
618-271-2345**

Transit Information representatives can help you plan your trip on Metro and provide information on schedule times, transfers, and walking directions. Transit Information is available Monday through Friday, 7:30 a.m. to 4:30 p.m.

Customer Service

**314-982-1406 or
618-271-7879**

Our customer service analysts will investigate any service matters or concerns you may have, and will record all of your comments or feedback about Metro service. Customer Service is available Monday through Friday, 7:30 a.m. to 4:30 p.m.

Metro Public Safety Department 314-289-6873

Call with safety concerns or to report a suspicious package. Available 24/7.

Metro Call-A-Ride Reservations 314-652-3617 or 888-652-3617

The Metro Call-A-Ride reservation phone lines are open seven days a week from 7:30 a.m. to 4:30 p.m.

Metro Call-A-Ride Cancellation and Inquiry 314-289-5230

The Metro Call-A-Ride Cancellation and Inquiry line is answered 24 hours per day.

Request Braille or Large Print Schedules

Submit your request by leaving a message at **314-982-1400**, extension **1790**.

Elevator Status

314-289-6872, available 24/7.



Metro[®]

 A Bi-State Development Enterprise

One Metropolitan Square
211 North Broadway, Suite 700
St. Louis, MO 63102-2759
314.982.1400