



Call-A-Ride Rider's Guide

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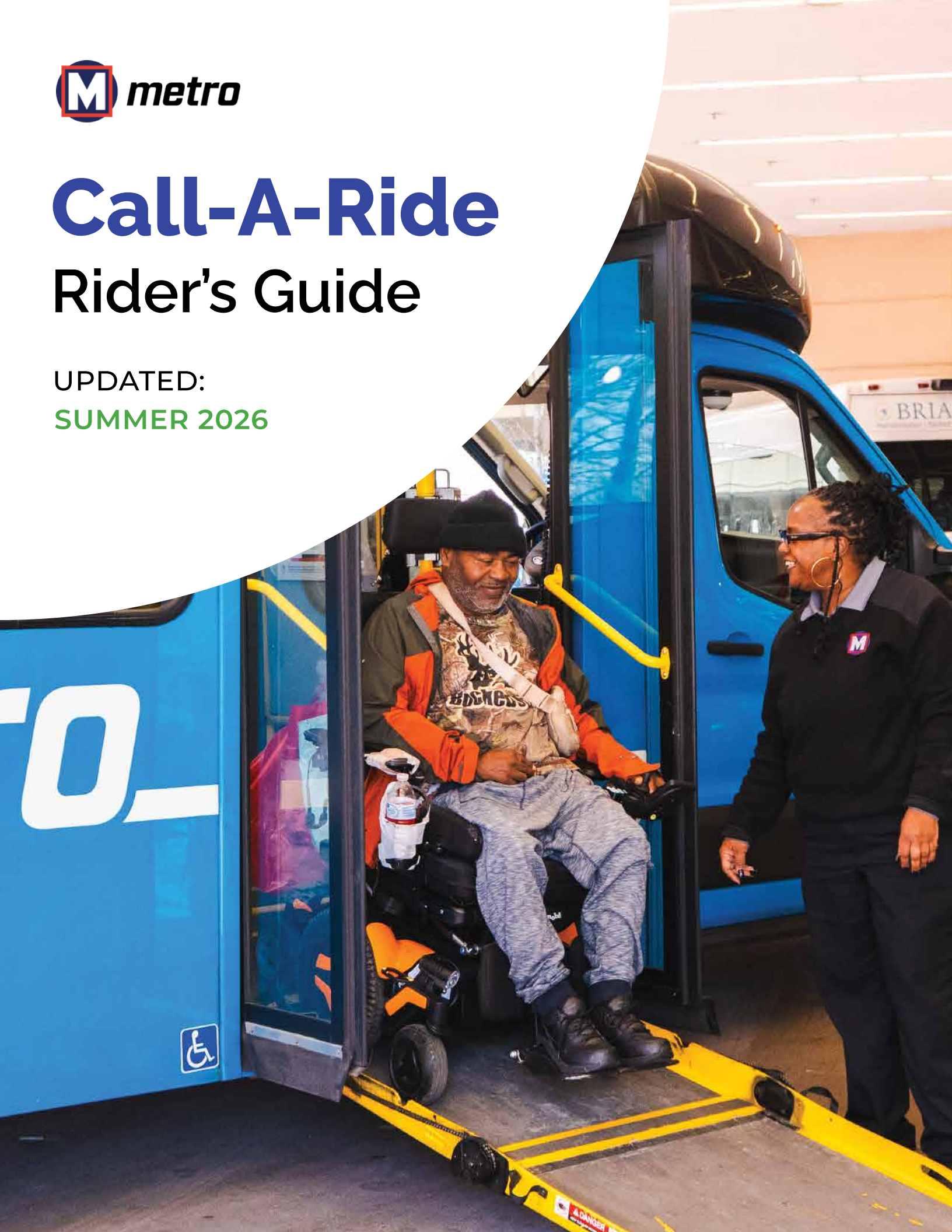


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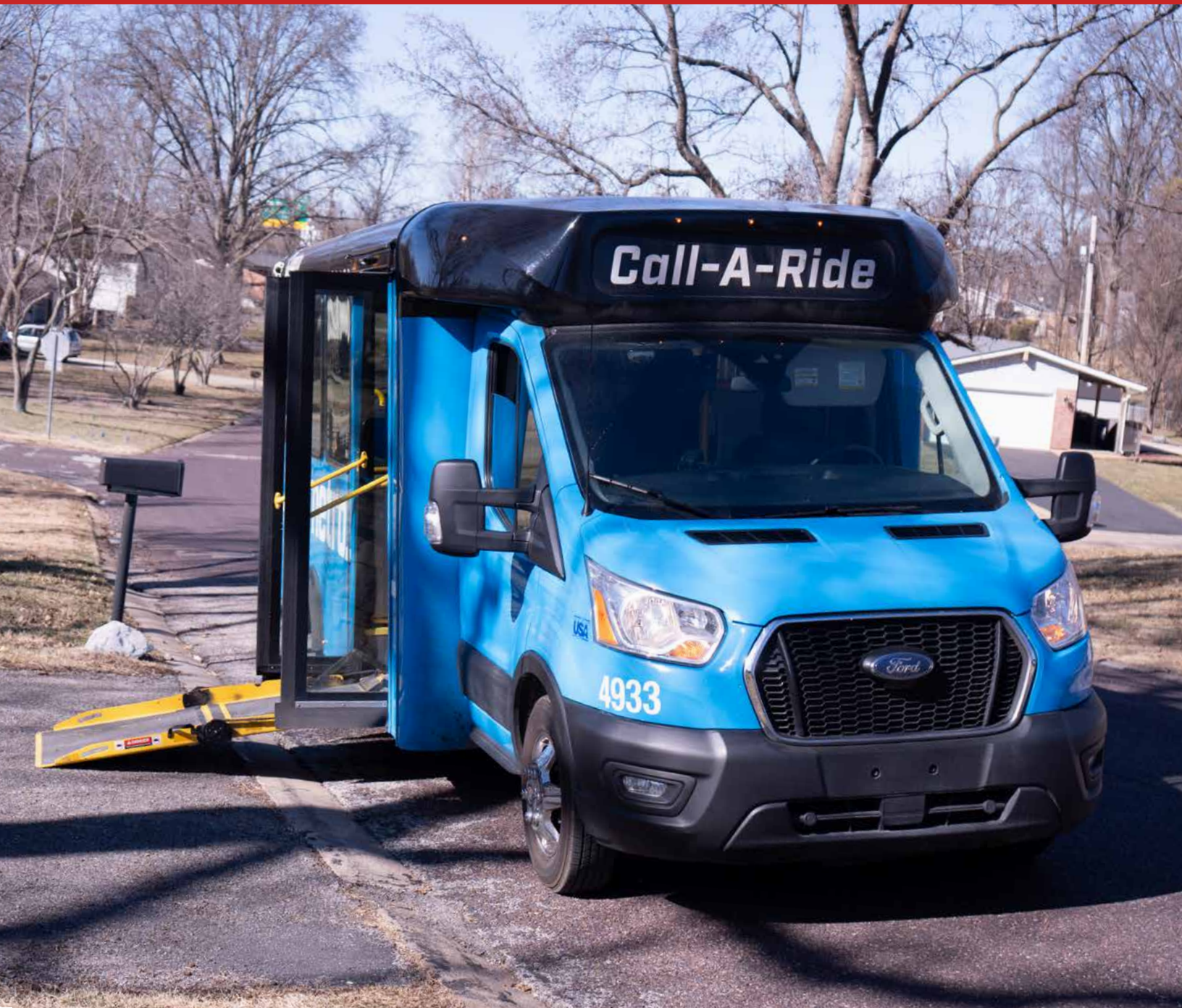
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SECTION 1

Introduction to Call-A-Ride



The Americans with Disabilities Act (ADA) And Public Transportation

ADA is a civil rights law. It requires public transportation to be available to people with disabilities. The law also recognizes that some people cannot use a fixed-route service like MetroBus or MetroLink, even when the vehicle has a ramp, a lift, or other accessible features. If that describes you, you may be eligible for Metro Call-A-Ride (CAR) ADA Paratransit service.

A few important facts to know:

- Call-A-Ride trips are scheduled in advance.
- It is an origin to destination service, meaning it picks you up at or near the starting point of your trip, and drops you off at or near your destination.
- CAR operates in the same areas, on the same days, and during the same hours as MetroBus and MetroLink.
- Everyone starts with an eligibility assessment, and eligibility follows federal ADA guidelines.
- Please use MetroBus or MetroLink if you are able. Call-A-Ride service is for individuals whose disability prevents them from using those services.
- You always have the right to ask for a review or file a formal appeal of any decision that limits or ends your use of CAR.

This guide walks through how the service works, how to schedule a ride, and what to expect during your trip.

What is Call-A-Ride?

Call-A-Ride is public transportation for people who cannot use MetroBus or MetroLink because of a disability. It serves St. Louis City and parts of St. Louis County.



Call-A-Ride is an origin to destination service. That means we pick you up at or near the starting point of your trip, and drop you off at or near your destination.

Help between the vehicle and the door is available as needed, but you will need to have an attendant if more assistance is required.

Most rides come in multi-passenger Paratransit vans equipped with wheelchair ramps or lifts. Other vehicles may be used to meet passenger needs.

Who provides and pays for Call-A-Ride?

You pay a fare, and that fare covers a small part of what each trip actually costs. Local, state, and federal funds cover the rest.

You can book a trip two ways: through the Call-A-Ride Call Center or through the app. Metro vehicles and Metro operators handle most trips. Some trips are provided by overflow services.

When can I use Call-A-Ride?

Call-A-Ride runs seven days a week, any time MetroBus and MetroLink are in service. For more information or times available in your area, please call the **Call-A-Ride Call Center** at **314.982.1505, option 3**.

Where can I go on Call-A-Ride?

Call-A-Ride serves St. Louis City and parts of St. Louis County. You can travel to and from any location in these areas if it is within three-quarters of a mile of a MetroBus or MetroLink route. Both ends of your trip need to fall inside that boundary. We are not able to provide a trip that starts or ends outside of it. Call us if you need help to determine if a location is in the CAR service area.

ELIGIBILITY

How do I know if I'm eligible for Call-A-Ride?

Eligibility is based on your **functional ability** to use MetroBus or MetroLink.

The process includes an **in-person** functional assessment with a qualified Mobility Assessment Evaluator. The evaluator looks at whether you can use MetroBus or MetroLink for some or all of your trips.

Functional Ability is what you are able to do and **not** what diagnosis or condition you have.

You will get a decision letter from the Transit Access Center within 21 days of finishing your assessment and providing all requested information. If the decision will take longer than 21 days, you may receive “presumptive” eligibility so you can use the service while you wait for the decision.

What types of eligibility are there?

Temporary Eligibility: You may qualify for temporary eligibility if a short-term change in functional ability prevents you from using MetroBus or MetroLink for a limited time, typically from **3 to 12 months**.

Conditional Eligibility: You are expected to use MetroBus or MetroLink for those rides you can reasonably manage. The eligibility letter you receive will detail what conditions you can use Call-A-Ride and when you are expected to use MetroBus or MetroLink.

Unconditional Eligibility: You can use Call-A-Ride for any trip inside the service area during regular operating hours.

How do I apply for Call-A-Ride?

Call the **Transit Access Center** at **314.982.1510** to request an application or visit www.MetroStLouis.org/Accessibility to download the application.

Once we have your completed application, call back to schedule your assessment.

Assessments are scheduled on **weekdays** between **8:00 a.m.** and **4:00 p.m.**

What do I need to bring to my in-person assessment?

- The mobility device you plan to use on Call-A-Ride
- The right clothes for the weather, as you may go outside during your assessment
- An attendant or support person, if you choose
- Any snacks or medication you may need

Please remember that if you travel to and from the assessment on CAR, you may not travel directly to or from the assessment. Your operator may pick up or drop off other passengers along the way.

Is my eligibility permanent?

No. Your eligibility letter will tell you when you need to re-certify.

What if I disagree with a decision about my eligibility for Call-A-Ride?

You may appeal. Your eligibility letter will explain how. If you have questions about the appeal process, please contact

the ADA Coordinator at **314.982.1525** or **ADACoordinator@MetroStLouis.org**. Call 711 for relay.

Can I re-apply for Call-A-Ride if I have been turned down?

Yes. If your ability to use MetroBus or MetroLink changes, you can apply again. You can reapply in one year after the decision.

HOW TO USE METROBUS AND METROLINK

Transit Information

Contact Metro Transit Information at **314.231.2345 (phone)** or **314.207.9786 (text)** for trip planning and route information, or download the Transit App available for both Android and iOS devices.

Travel Training

Metro offers Travel Training at no cost to adults 65 and older and to people with disabilities.

Our team offers group sessions, general route planning, and one-on-one training to and from a destination you choose. Contact the Transit Access Center at **314.982.1510** or **TTServices@MetroStLouis.org**.

FARES

How much does it cost to ride?

The fare is **\$2.00 per one-way trip**. If you pay cash, please bring exact change. Drivers do not carry change or sell tickets. Drivers are also not allowed to look through purses, pockets, or backpacks for your fare.

What are the fares for attendants, companions, and children?

- Personal care attendants ride free
- Companions (e.g., friends, relatives, or anyone else not your attendant) pay the regular fare
- Children pay the regular fare, at any age

Fare Evasion Policy

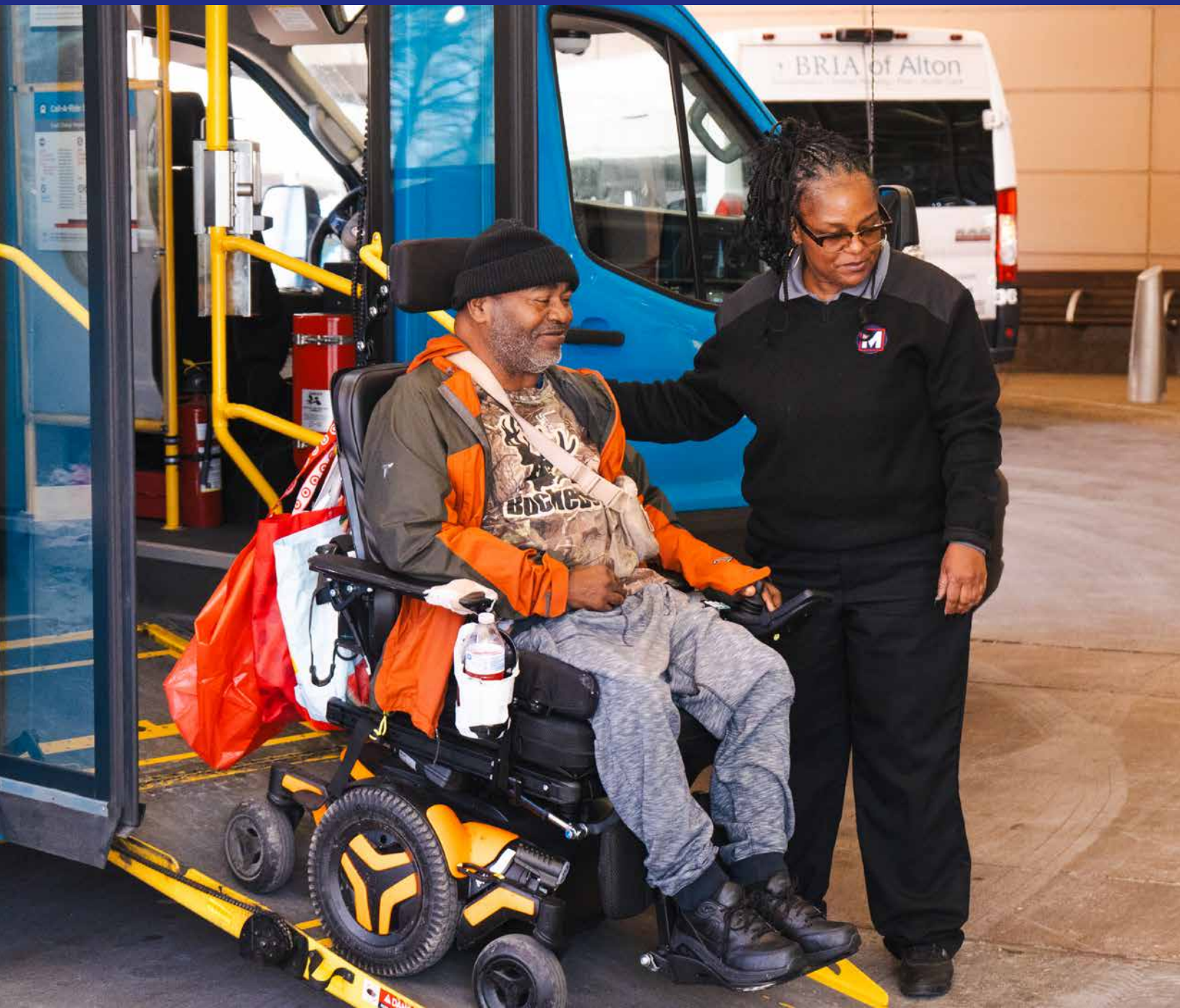
All Call-A-Ride customers must pay the right fare at the time of boarding. Failure to pay the required fare is considered fare evasion. This includes:

- Not paying when you board
- Refusing to show valid fare media when asked
- Using fare media that is invalid, expired, or unauthorized

Fare evasion can lead to a warning from staff, suspension of riding privileges, or other action allowed under Metro Transit policy. Please be ready to pay the correct fare on every trip.

SECTION 2

How to Ride on Call-A-Ride



SCHEDULING A TRIP

How do I schedule my rides?

By Phone: Call **314.982.1505**, option 3, any day of the week between 7:30 a.m. and 5:00 p.m.

By App: Use the MetroGo! app to schedule, cancel, or check the status of a ride. Available for Android and iOS devices. To use it in a browser, go to **MetroStLouis.org/WebGo** and sign in with the phone number or email on your account.

What information do I need to schedule a ride?

Please have the following information ready:

- Your name, address, and phone number
- Your pickup address
- Your drop-off address
- Your desired arrival and return times
- If you will be traveling with a personal care attendant or companion
- Any assistive equipment you may be using, like a wheelchair or oxygen tank

Tip: Tell the reservations clerk if you have any flexibility in your travel time or day. Flexibility helps us build a schedule that works for as many riders as possible.

Are there any special requirements for my wheelchair, scooter, or other assistive equipment?

Before scheduling your first ride, we may ask for more information about your mobility device to ensure we send the right vehicle. Although all Call-A-Ride vans are wheelchair

accessible, not all mobility devices will fit on every van.

Our vans can accommodate mobility devices up to 30 inches wide, 48 inches in length, and up to 800 pounds when occupied.

Mobility devices that exceed these guidelines will need to be considered on a case-by-case basis. CAR will provide transportation for all passengers and mobility devices the vehicle can reasonably accommodate.

To keep everyone safe, we ask that wheelchairs and scooters have working brakes and footrests, and that wheelchairs hold an upright seated position during transport.

When Should I Request My Return Ride?

Request it when you schedule your trip out, and give your best estimate of when you will be ready.

Same-day changes may not be available when demand is high. Scheduled return trips are faster and more predictable than anything arranged on the fly. If you miss your return ride, we will still get you another one. But the wait can be up to two hours, and the missed ride will be recorded as a no-show.

Medical Appointments (Will-Call Option)

If you won't be ready for your return ride, ask for a will-call return trip.

- Request a Will-Call return trip by calling **314.982.1505, option 2**

- Call if you will not be ready during your scheduled pickup window
- Call again when you are ready for pickup
- A ride will be sent as soon as available

Wait times vary based on demand, traffic, and vehicle availability.

What is Trip Negotiation?

Under ADA guidelines, paratransit services may adjust (or “negotiate”) your pickup time within a reasonable window to accommodate other riders.

What this means for you:

- Your requested pickup time may be scheduled up to one hour earlier or later
- The adjusted time will still meet your travel needs, like getting you to work or appointments on time
- This helps serve more riders with the available vehicles

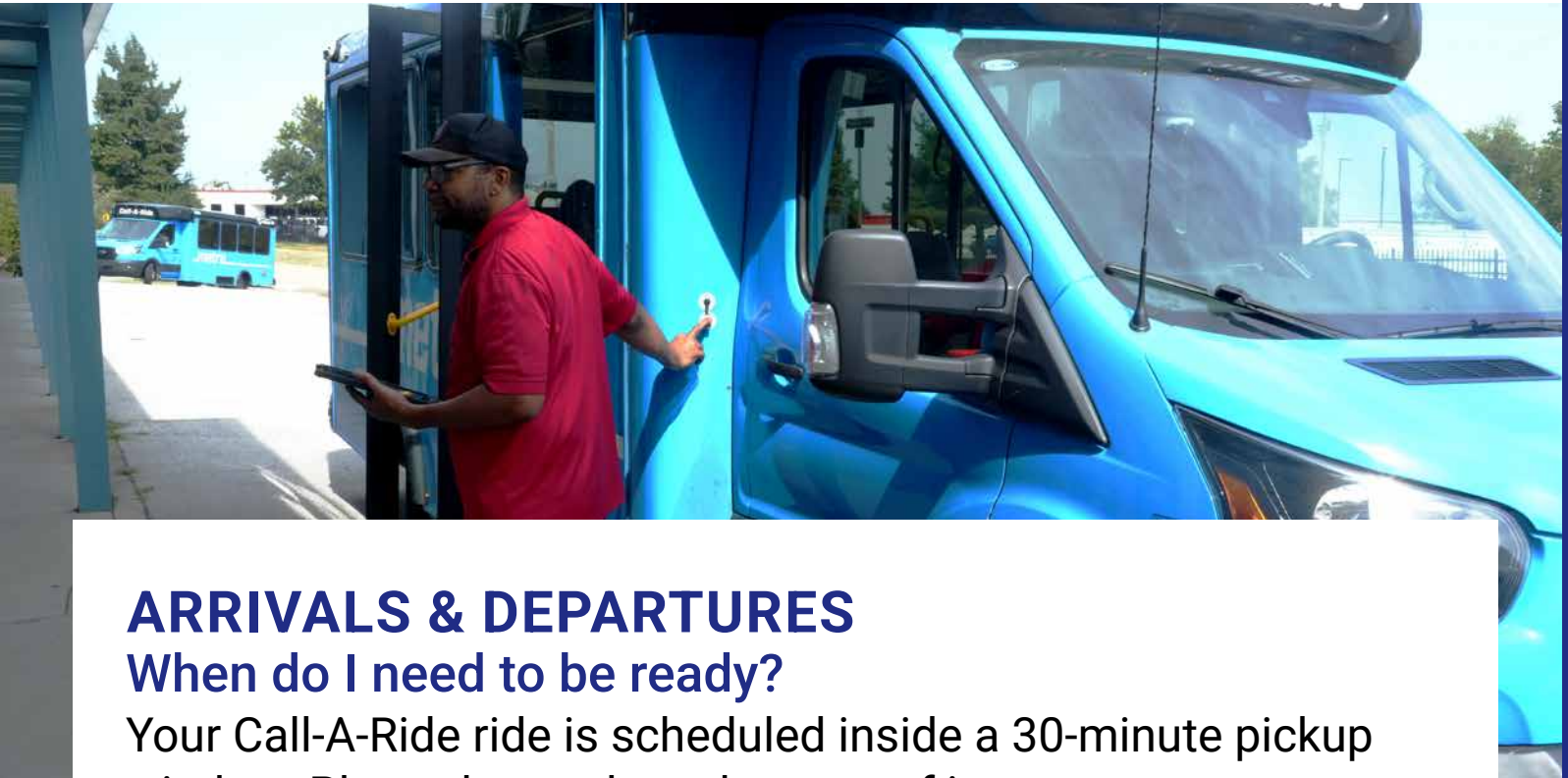
Please know:

- Your trip will not be denied
- Your destination will not change
- You will not have to leave early from work or appointments
- You will not be scheduled to arrive late to work or appointments

What to expect:

- You may not be picked up exactly when you request
- You will be offered a pickup time within the one-hour window

- If the time customer service negotiates does not work for you, you may decline without penalty and request another option.



ARRIVALS & DEPARTURES

When do I need to be ready?

Your Call-A-Ride ride is scheduled inside a 30-minute pickup window. Please be ready at the start of it.

Once the vehicle arrives, the driver can only wait five minutes. If you are not there, the vehicle has to leave, and the trip is recorded as a no-show. Drivers cannot come back for you later.

Will the driver be on time?

Call-A-Ride drivers work hard to pick you up and get you where you are going on time. Keep in mind that you are sharing the ride, so other passengers may be picked up or dropped off before you reach your destination. Unexpected delays happen because of traffic, vehicle problems, weather and more. If you have an appointment, consider asking to arrive 15 minutes early to give yourself a cushion.

If CAR is running more than ten minutes behind your scheduled pick-up time, every effort will be made to contact you. If you are late for a pre-scheduled appointment because of a late vehicle, please call the Call-A-Ride Call Center to let us know.

Can I receive the status of my trip information?

Yes. Riders can receive real-time updates about their scheduled trips, including estimated vehicle arrival times, and notifications about delays when available. All times given by our customer service team, automated phone calls, texts, and on the MetroGo app are estimates, and are subject to change at any time. Customers are expected to be ready to board the van at any point during their scheduled pick up window. Please be ready to board, as the van will only wait five minutes before moving on.

Does Call A Ride use other companies and providers to complete trips?

Sometimes, yes. To keep service reliable and meet demand, we may partner with other providers, including Via, Lyft, and other approved transportation network companies. Here is what stays the same no matter who picks you up:

- Your fare
- Your eligibility
- Our service policies
- Metro's rules for rider assistance, safety, and conduct

Partner providers operate under Metro's standards for safety, customer service, and ADA compliance. If a partner is handling your trip, we will tell you in your trip confirmation or at pickup.

Is Paratransit a shared ride service, and what does that mean for my trip?

Yes. Paratransit is a shared ride service, which means you may travel with other riders, and the vehicle may make several stops to pick up or drop off other passengers before it reaches your destination.

Because rides are shared, your trip may take longer than a direct ride would, and the route may not be the most direct path. Sharing rides helps ensure that Paratransit stays reliable, cost-effective, and available to all eligible customers.

What happens if a rider refuses to board or intentionally delays the vehicle?

To keep service reliable for all riders, CAR vehicles must stay on schedule. Riders are expected to board promptly when the vehicle arrives. Actions that intentionally delay departure—such as refusing to board, prolonging conversations with the driver, or engaging in disruptive behavior—interfere with service for other customers.

If a rider willfully delays the vehicle, the incident may be documented as a service disruption or no-show, depending on the situation. Repeated incidents may result in a review of the rider's service use and could lead to suspension of service, following ADA required notice and appeal procedures.

VISITOR STATUS FOR CALL-A-RIDE

Can out-of-town visitors use Call-A-Ride?

You may qualify for visitor status if you are certified as ADA

Paratransit eligible by another transit provider, or if you can document a disability that prevents you from using MetroBus and MetroLink on your own. Visitor status is good for up to 21 days in a calendar year. To register, contact the Transit Access Center at **314.982.1510** or **ADAServices@MetroStLouis.org**.

What if I am traveling out of town?

Call the paratransit provider where you are headed and ask how to register as a visitor. If they need verification of your eligibility, we can send it. Get their fax number, phone number, and the name of the person you spoke with.

Then call the Transit Access Center at **314.982.1510** or email **ADAServices@MetroStLouis.org** and ask us to send your information to the place you are visiting.

HOLIDAY AND SNOW SCHEDULE

What holidays does Call-A-Ride observe?

Call-A-Ride runs on the same holiday schedule as MetroBus and MetroLink. Call Transit Information at **314.231.2345** or visit **MetroStLouis.org/Holiday-Schedules**

Does Call-A-Ride operate during snow and ice?

Usually, yes. We work hard to keep service safe and reliable during snow, ice, and severe weather. Delays may occur, and in severe conditions, service may be suspended for safety.

Your Safety Comes First

If you feel unsafe traveling, please call to cancel your ride even if it is less than an hour notice. Before your ride, make sure you can

get to and from the vehicle safely on ice or snow. If the vehicle arrives and you are not there, it is still recorded as a no-show.

Priority Trips

When road conditions allow safe travel, we make every effort to accommodate life-sustaining medical trips, including dialysis, radiation, and chemotherapy.

Stay Informed

During winter weather, monitor service updates through:

- MetroStLouis.org
- Text and app notifications, if you have a scheduled trip
- Metro Facebook page ([Facebook.com/STLMetro](https://www.facebook.com/STLMetro))
- Contact Transit Information – 314.231.2345 (phone), 314.207.9786 (text), 711 for Relay

SECTION 3

Call-A-Ride Rules & Policies



METRO CALL-A-RIDE NO-SHOW POLICY

What is the purpose of the No-Show Policy?

You deserve reliable, on-time service. So does every other rider. When trips are canceled late or not canceled at all, other rides run late or early. It also costs taxpayers money. This policy exists to keep the service working for everyone, and to help you manage your trips in a way that is fair to the riders around you.

What is a No-Show?

A No-Show happens when:

- You do not cancel your trip at least one hour before the start of your pickup window. This used to be called a “late cancel.”
- You choose not to take the trip after the vehicle arrives at the scheduled location within the pickup window. This used to be called a “cancel at the door.”
- You are not ready at your scheduled pickup time, the operator waits five (5) minutes, and has to leave without you. This used to be called a “no show.”

Important note: All three are treated the same way under this policy. Not taking a trip and giving less than one hour’s notice creates a disruption to our service. This makes it harder for us to pick others up on time or not get them to their destination too early. They are tracked separately for reporting.

What is a Pickup Window?

The pickup window is a thirty (30) minute window. Please be ready to go during your entire pickup window. Riders who are ready to board the vehicle when they get the arrival notification are helping to keep the service on time for everyone.

What happens if I get No-Shows?

- **One (1) or two (2) no-shows in a calendar month:** no suspension.
- **Three (3) or more in a calendar month:** we review your riding record. A suspension follows only if your confirmed no-shows add up to more than 10% of the trips you took.

The length of time of a suspension will increase if a rider keeps getting no shows during a calendar year.

- **First suspension:** 1 week
- **Second suspension:** 2 weeks
- **Third suspension:** 3 weeks
- **Fourth suspension:** 4 weeks

All suspension letters will list the dates and times of the No-Shows. The suspension begins three weeks after the letter is mailed. No-Shows outside your control **do not** count toward a suspension.

How will I know about a No-Show or Suspension?

You will get a notification by text, phone call, or app whenever a trip is marked as a no-show. That gives you the chance to adjust, or to tell us the no-show was outside your control. Each month, riders with enough no-shows to trigger a suspension get a letter explaining when it starts.

What if I Disagree With a No-Show?

Call Metro's Customer Service Coordinator at 314.982.1505, option 4, and explain why the no-show was outside of your control.

What if I Disagree With a Suspension?

Call Metro's Customer Service Coordinator at 314.982.1505, option 4, to provide further information about why no-shows were outside of your control. If you still believe the suspension is wrong, you can appeal to have your case heard by an independent panel.

How Do I Appeal a Suspension?

- You have two weeks from the date you receive your suspension letter to appeal.
- Appeals are heard and decided within four weeks of when we receive your request.
- You can keep riding until a final decision is made.
- A panel hears your appeal. It includes Metro's EEO Manager or a designee, and two members of the St. Louis Metro Transit Accessibility Advisory Committee.
- You can speak at the appeal in person, bring others with you, or both.
- The decision of the panel will be in writing and will be final.

Where Do I Send an Appeal?

Send your written request to:

Metro Transit
Attn: ADA Coordinator
211 N. Broadway, Suite 700
St. Louis, Missouri 63102
Or fax: 314.335.3419

The ADA Coordinator or designee will contact you within 3

business days after receiving your request. If you cannot make the request in writing, contact the ADA Coordinator at 314.982.1525 or call 711 for relay.

PERSONAL CARE ATTENDANTS & COMPANIONS

What if I need extra assistance when I travel?

Generally, Call-A-Ride passengers are picked up and dropped off at the curb. Help to and from the door of your destination is offered as needed and when conditions allow. If you need hands-on help while you are traveling, or help getting around once you arrive, you will need to bring someone with you. That person is your personal care attendant, or just your attendant.

A few things to know:

- CAR does not provide you with an attendant
- Your attendant does not have to be the same person every time
- Attendants ride free

What if my personal care attendant cannot make my scheduled ride?

If you require an attendant and yours is not available to ride with you, avoid a No-Show by either finding a substitute attendant or contacting the Call-A-Ride Call Center to cancel your ride at least one hour before your scheduled pick-up time. CAR drivers are not able to fill in for an attendant.

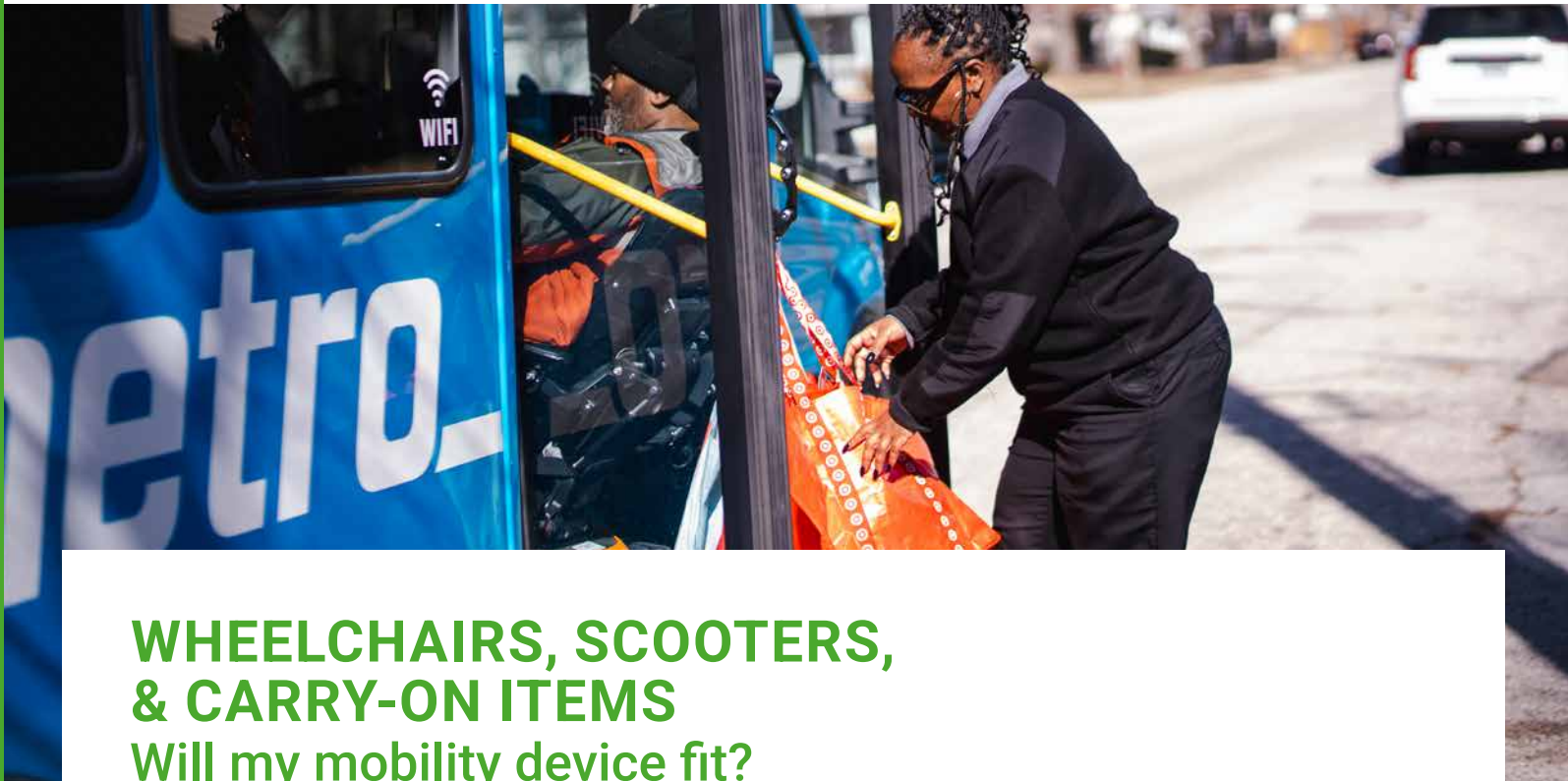
Can a friend or relative travel with me?

Yes. Up to two companions can travel with you if space is

available, but we will always make room for one companion when you request it in advance. Tell the reservations clerk when you book that a companion is coming. Companions pay the regular fare.

Can children ride on Call-A-Ride?

Yes, but they must be supervised by a responsible adult while riding Call-A-Ride. If your child is age 4 and under, or under 40 pounds, they need to use a car seat provided by CAR. Inform the reservationist that you will need a vehicle with a car seat.



WHEELCHAIRS, SCOOTERS, & CARRY-ON ITEMS

Will my mobility device fit?

Most do. All Call-A-Ride vans are equipped with wheelchair ramps or lifts, and our current fleet can accommodate mobility devices up to:

- 30 inches wide
- 48 inches long
- 800 pounds (includes your weight and device weight)

If your mobility device is wider than 30 inches, please mention at the time of scheduling your ride so that we can best accommodate your mobility device. Our vehicles may not be able to accommodate wheelchairs or scooters outside of the measurement and size guidelines.

CAR will make every reasonable effort to transport all passengers and mobility devices the vehicle can accommodate.

How much can I bring with me?

You need to be able to carry your belongings yourself and keep them with you. If you are not sure whether a particular item will work, call **314.982.1505, option 2**, and ask before your trip.

Will Call-A-Ride take me shopping?

Yes, but you must be able to carry your own purchases. Small tote carts up to 22 inches wide, including the wheels, can be used onboard our current vehicles.

What if I leave something on a vehicle?

Call the Call-A-Ride Call Center at 314.982.1505, option 5, as soon as you notice. Be ready to tell the representative the date and time you were riding. We hold found items for 14 days at the CAR office. You can pick yours up at Metro's Central Facility, 3300 Spruce Street.

Please note that CAR is not responsible for personal property left on a vehicle.



SERVICE ANIMALS

Can I bring my service animal?

Yes. Metro welcomes service animals on all our vehicles, including Call-A-Ride. A service animal is an animal trained to perform a specific task for a person with a disability. When you travel with your service animal, we ask that:

- The service animal must be under your control at all times
- The service animal is clean and house-broken
- The animal rides on the floor, not in a seat, and does not block the aisle

Can I bring my pet or emotional support animal on Call-A-Ride?

No. Pets, emotional support animals, and therapy dogs are not allowed on Metro vehicles.

Call-A-Ride Operators may ask you about your service animal:

Operators may ask two questions, and only these two:

1. Is the service animal required because of your disability?

2. What task or work has the animal been trained to perform?

Metro Operators are trained to follow ADA guidelines and ensure all passengers, including those with service animals, are treated with respect and provided with necessary accommodations.

Metro operators are expected to:

- Make sure the vehicle remains safe and accessible for all riders, while addressing any concerns passengers may have regarding service animals
- Assist passengers with disabilities upon request
- Avoid interfering with or distracting service animals while they perform their duties.

Do I need to register my service animal?

No, registration is not required under the ADA.

Do I need to provide documentation for my service animal?

No, documentation or certification is not required under the ADA.

What happens if a service animal is behaving disruptively?

If a service animal is aggressive, snapping, growling and posing a safety risk to the operator or other passengers, and the handler cannot get the service animal under control, Metro Public Safety will remove the animal from the vehicle.

HELPFUL TIPS

Some tips to help us serve you and your fellow riders:

- Make sure the address is clearly visible from the street, especially after dark. This will help the Call-A-Ride driver find you.
- Keep your belongings with you. You are responsible for all your personal belongings, such as medicine, medical records, lunch boxes, groceries, etc. Drivers help secure passengers and mobility devices but are not required to assist with your belongings.
- Notify the Metro Call-A-Ride Call Center if you move or use a temporary address, and include apartment number, if applicable. This ensures you will receive anything we mail to you.
- Respect the people around you. This is a shared ride, so respect other riders, their space, and their belongings. Keep personal hygiene within acceptable standards for the comfort and health of everyone on board. In extreme cases, we may deny a ride due to unruly or disruptive behavior.

Tips for shorter wait times:

- Ask your provider for an estimated end time
- Schedule your return ride in advance when possible
- Scheduled return trips are faster and more predictable

APPROPRIATE CONDUCT & BEHAVIOR ON CALL-A-RIDE

Call-A-Ride is committed to a safe, respectful environment for all customers and employees.

Verbal or physical abuse toward any passenger, CAR operator, reservationist, dispatcher, Transit Service Manager, or Metro staff member is prohibited. That includes yelling, threats, intimidation, harassment, inappropriate language, unwanted physical contact, disruptive phone conversations, and any other behavior that creates a hostile or unsafe environment.

PASSENGER CODE OF CONDUCT

To help ensure the safety, comfort and convenience of everyone who uses Metro Transit services, please comply with the following rules while riding on the system:

- Pay the correct fare and have your fare ready for display
- Respect other passengers
- Service animals are welcome
- Use headphones and keep volume low to not disturb others
- Food and drinks permitted in closed containers only
- Shirt, pants/skirts and shoes are required
- Do not lie down or place feet on seats
- Do not disturb the operator unless there is an emergency
- Do not be loud or unruly
- No littering
- No smoking, e-cigarettes or vaping
- No alcohol or drugs
- No hazardous, combustible or dangerous materials of any kind are permitted
- No weapons of any kind are permitted
- No soliciting

Failure to comply with these rules could result in citations, removal from the Metro Transit system and/or suspension of

transit privileges through Metro's Ride and Abide Policy.

Bi-State Development understands that certain disabilities may result in the unintentional violation of its passenger code of conduct and therefore will evaluate each potential violation on a case-by-case basis.

RIDE AND ABIDE POLICY

You can be suspended from all or part of the Metro Transit system through the Ride and Abide policy if you engage in prohibited conduct that violates the rules of the system, or conduct that is determined to be unacceptably offensive, serious, or malicious.

Suspension lengths are decided case by case:

- **First offense:** one day to six months
- **Second offense:** more than 12 months, up to permanent suspension of transit privileges

The Metro General Manager of Field Security can issue a suspension longer than one year for a first offense if the individual is determined to pose an immediate and serious threat to the safety of the system.

If your transit privileges are suspended, you will receive a written Notice of Suspension. It will describe the conduct that led to the suspension and explain how to request a review. Every suspended individual is entitled to a review.

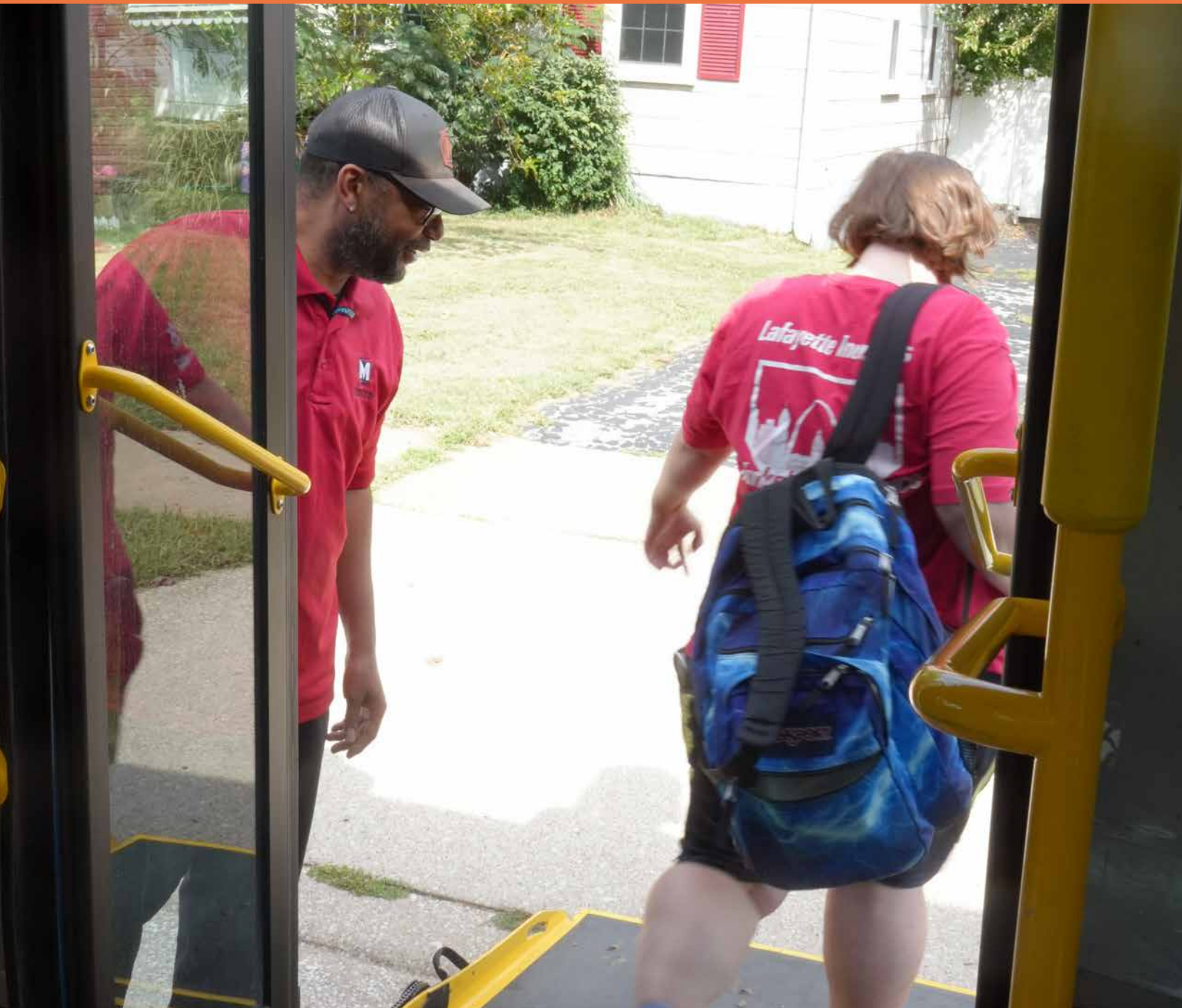
Returning to the system during a suspension can lead to arrest and criminal prosecution.

For more information, visit:

[**www.MetroStLouis.org/Safety-And-Security/Code-of-Conduct-Ride-And-Abide/**](http://www.MetroStLouis.org/Safety-And-Security/Code-of-Conduct-Ride-And-Abide/)

SECTION 4

Call-A-Ride Contacts & More





GETTING INVOLVED

How can I get involved?

The Metro Transit Accessibility Advisory Committee addresses issues of accessibility and usability for all of Metro Transit's service modes (MetroBus, MetroLink, Metro Call A Ride, VIA Metro St. Louis).

Visit MetroStLouis.org/ADACommittee, email STLMetroTAAC@MetroStLouis.org or call 314.982.1525 for more information. Meetings are open to the public. There are 15 appointed voting committee members.

Email ADACoordinator@MetroStLouis.org if you are interested in receiving email updates about topics of interest to our riders with disabilities, their caregivers, advocates, and interested community members.

Call-A-Ride Advocacy

The following are some examples of how you can support

Call-A-Ride further:

- Attend public hearings about transportation services
- Write your elected officials in support of the program
- Talk to family and friends about what CAR means to you
- Tell us where we can do better
- Tell your driver when they have done a good job

To commend a driver, write to the Call-A-Ride Program Manager at **One Metropolitan Square, 211 N. Broadway, St. Louis, MO 63102**. Or call **314.982.1505, option 5**. Missouri Relay is 711 (TTY).

Reasonable Modification

A reasonable modification is a change or exception to a policy, practice, or procedure that allows individuals with disabilities to have equitable access to programs, services, and activities.

Upon request, Call-A-Ride will make reasonable modifications when necessary to ensure access to transit services for people with disabilities, unless the modification would:

- Fundamentally change the nature of the service
- Create a direct threat to the health or safety of others, including passengers
- Create an undue financial or administrative burden

To request a reasonable modification for CAR, please contact the Call-A-Ride Customer Service Manager at **314.982.1505, option 4**.

CONTACT INFORMATION

Call-A-Ride: 314.982.1505

- **Option 1:** Transit Access Center (Call-A-Ride Eligibility, Travel Training, Reduced Fare Permits)
- **Option 2:** Customer inquiry/trip cancellation
- **Option 3:** Reservations
- **Option 4:** Customer Service/Alert Letters
- **Option 5:** Customer Complaint/Commendation/Lost and Found or CustomerService@MetroStLouis.org

Transit Access Center: 314.982.1510

or ADAServices@MetroStLouis.org

Call-A-Ride Eligibility, Travel Training, Reduced Fare Permits

ADA Coordinator: 314.982.1525

or ADACoordinator@MetroStLouis.org

Transit Information: 314.231.2345

or TransitInformation@MetroStLouis.org

For all numbers listed above:

If you are deaf, hard of hearing, or have a speech disability, call 711 for Missouri Relay.

ALTERNATIVE FORMATS

- Copies of this publication are available in alternative format upon request. Contact ADA Coordinator for assistance
- An online version of this publication is available at (insert website here).

GLOSSARY OF TERMINOLOGY

- **The Americans with Disabilities Act:** A civil rights law that prohibits discrimination based on disability.
- **Appeal:** A request made to change a previous decision.
- **Call-A-Ride (CAR):** Call-A-Ride is public transportation service for people who cannot use MetroBus or MetroLink because of a disability. It serves St. Louis City and parts of St. Louis County.
- **Fare Evasion:** Failing or refusing to pay your fare at the time of service.
- **Functional Ability:** Functional Ability is what you are able to do and **not** what diagnosis or condition you have. It is used to assess your eligibility for CAR.
- **MetroGo!:** Designated Call-A-Ride app that allows you to schedule, cancel, and check the status of your ride.
- **No-Show:** A no-show is an action that a rider takes in which they either do not show up on time for their ride or do not cancel their ride within the cancellation window - or both.
- **Paratransit:** A type of public transportation service that supplements fixed-route mass transit by providing individualized rides without fixed routes or timetables.
- **Reasonable Modification:** A reasonable modification is a change or exception to a policy, practice, or procedure that allows individuals with disabilities to have equitable access to programs, services, and activities.
- **Service Animal:** An animal that has been specially trained to help someone, for example a guide dog
- **Suspension:** Punishment in which a rider is temporarily not allowed to utilize CAR's services.
- **Teletypewriter (TTY):** A communication device that allows people who are deaf, hard of hearing, or speech-impaired to

send and receive typed messages over standard telephone lines.

- **Travel Training:** Free training provided at no extra cost to help riders learn routes, plan trips, and experience the transit system with assistance.
- **Trip Negotiation:** Adjustments or “negotiations: made to your pickup time, within a reasonable window, to help accommodate other riders.
- **Will-Call:** A type of return ride option that is offered when the rider does not know what time they will need to be picked up (such as after a medical appointment).

