

Important Contact Information

Ride Reservations & Cancellations 763-493-2200
Emergency Information Hotline 763-494-5994
Customer Service 763-494-6005
or transit@maplegrovmn.gov
Website www.maplegrovetransit.org

Commitment to Fairness

(Title VI of the Civil Rights Act of 1964)

The City of Maple Grove pledges that you will have access to all programs, services and benefits without regard to race, color, national origin, sex, age, disability or socioeconomic status. The City of Maple Grove will not tolerate discrimination by its employees or entities it contracts with for products and services. The City of Maple Grove prohibits all discriminatory practices. These rights are guaranteed to you under Title VI of the Civil Rights Act of 1964. If you believe that you have been discriminated against in relationship to the City of Maple Grove because of your race, color, national origin, sex, age, disability or socioeconomic status, you may file a written complaint with the City of Maple Grove at this address: City Administrator, City of Maple Grove, P.O. Box 1180, Maple Grove, MN 55311

The City's Title VI Plan and other Maple Grove Transit documents including this Dial-A-Ride brochure can be translated into different languages by contacting Maple Grove Transit.



Dial-A-Ride
City of Maple Grove
P. O. Box 1180
Maple Grove, MN 55311-6180



Dial-A-Ride

Monday through Friday 6:00 a.m. to 6:00 p.m.

Saturdays 8:00 a.m. to 4:00 p.m.

One-Way Fare: \$1.75

Ride Reservations

763-493-2200

The Dial-a-Ride program is an advance reservation, shared-ride, curb-to-curb van service available to the general public for travel within the City. The service is part of the City of Maple Grove's public transit system.

Effective: September 1, 2012

Service Hours

Monday through Friday 6:00 a.m. to 6:00 p.m. and Saturdays 8:00 a.m. to 4:00 p.m. *No service on Sundays or Holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas).*

Service Area

The service area is limited to within City of Maple Grove boundaries, plus service to:

- Hennepin Technical College,
- North Hennepin Community College,
- Starlight Transit Station (next to Cub Foods in Brooklyn Park), and
- City of Osseo

Either your trip origin or destination must be located within the City of Maple Grove.

Who Can Ride/Minimum Age Policy

Anyone can ride, as long as you can travel independently. The minimum age to travel without an accompanying adult is 10 years old.

Fare

The fare is \$1.75 cash per one way ride. Children 5 years old and younger ride free with a paying adult. You must have correct fare in cash. We do not accept checks and drivers do not carry change. You can also purchase a ten-ride punch card for \$15.00 (you save \$.25 per ride) at City Hall, Community Center, and Cub Foods.

Ride Reservations

Riders must call at least one day in advance to reserve a ride. Ride reservations are granted on a first come, first serve basis. Ride requests can be placed up to 14 days in advance. Due to the demand for service, it is highly recommended that you make your ride request as early as possible. You can make ride reservations Monday through Friday (excluding holidays), from 8:00 a.m. to 5:00 p.m. When you call in for a ride reservation, please have the following information ready: 1) pick-up time, 2) pick-up address, 3) drop-off address, and 4) return trip time.

Trip Denials

A trip request can be denied if sufficient van capacity or time is not available to complete your trip as requested. Maple Grove Transit cannot guarantee that every person who desires to ride at a specific time on any given day will be able to do so, due to the service having a fixed level of capacity.

Standing Order

If you have an identical trip you make on a regular basis you can request a standing order. Call 763-493-2200 for details.

Cancellations and No-Shows

Riders must call at least one "business" day in advance to cancel a ride or else it will be marked as a no-show. Three no-shows in any one-month period will result in the rider to be suspended from the system for a period of one-month, and will forfeit any standing order you have.

Pick-up and Drop-Off Times

Riders must allow extra time when booking your ride, because the vans have a 10-minute window of travel time, meaning the van may get to your pick-up or destination point up to 10 minutes before or after your requested time. You must board the van when it shows, drivers will not wait beyond three minutes.

Seatbelt Policy

All riders are required to use the seatbelts in the van. A ride will not be provided for anyone violating this policy.

Child Safety Restraints Seats

The proper use and installation of the Child Safety Restraint Seat is fully the responsibility of the accompanying adult. A ride will not be provided for anyone violating the following elements of this policy:

- 1) Children under age 8 and shorter than 4 feet 9 inches tall must be secured in a safety seat or booster seat that meets federal safety standards.
- 2) Children cannot ride in a seat belt alone until they are age 8 or 4 feet 9 inches tall --whichever comes first.
- 3) Safety seats must be installed and used according to the manufacturer's instructions.
- 4) Child must be secured in the safety seat.
- 5) Seat must be secured to the vehicle -- unless a booster seat.
- 6) Infants (under 20 pounds and one year of age) must be in rear-facing safety seat.

Driver Assistance Policy

Drivers only provide assistance to passengers requiring the use of the wheelchair lift or boarding the van, but not with getting to and from the door of their home or destination.

Packages Policy

Riders are allowed to bring aboard small packages that do not interfere or do not jeopardize the safety of passengers or driver. Drivers do not assist in carrying packages.

Miscellaneous Rules

No eating, drinking beverages, or smoking allowed on the van. Any rude, disruptive, or unsafe behavior will not be tolerated. No pets allowed with the exception of service animals. Please limit the length of cell phone calls and keep your voice low as you share space with other riders and the driver. Anyone violating these rules will be denied future trips.

Buses

The clean, comfortable, and safe vans are painted white with the Maple Grove Transit "maple leaf" logo applied. All vans are wheelchair accessible and have room to transport two persons using wheelchairs. Vans have a maximum of capacity of nine passengers.

Emergency Information Hotline 763-494-5994

In the event of an emergency related to the Dial-A-Ride service, up-to-date information will be available through this voice mailbox number. Do not leave messages at this number. Service cancellations due to severe weather would be announced on WCCO AM radio and this voice mailbox.

Customer Service

If you have any questions, complaints, or suggestions related to the service, please contact the Transit Administrator at, Maple Grove Transit, P.O. Box 1180, Maple Grove, MN 55311 or at 763-494-6005 or transit@maplegrovmn.gov.