



# “10-99, ALL POINTS SECURE!”

*A MAT Paratransit Newsletter*

**WINTER EDITION | 2019**

## Renewal Process

The renewal process for MAT Paratransit is changing! Starting in 2019 MAT Paratransit Special User Cards will no longer have an expiration date unless the rider is only temporarily eligible. After the 2019 renewal, we will start a new process to keep our records updated. Riders who have not scheduled a trip in over three months will be asked to update their information when booking their next ride.

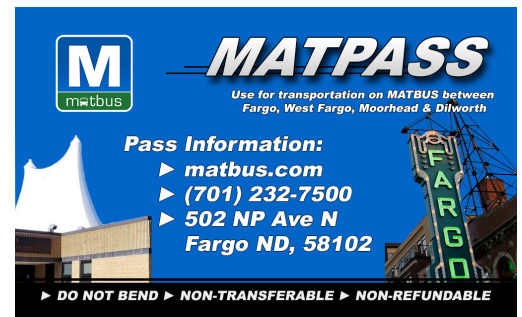
## Special User Cards

MATBUS will be transitioning from the paper Special User Card to a hard plastic (credit card sized) card for MAT Paratransit and Discount Fare riders. The new Special User Cards will now include a picture of the rider. A MATBUS staff person will ride on the Paratransit vehicles to get pictures for the cards. In the future, please remember to carry your new special user card to show the driver upon arrival.

## Return Tickets

Return tickets will no longer be provided or accepted as of March 1, 2019. Please use any remaining return tickets before this date. Passengers are responsible for providing exact fare and drivers do not provide change. Coupon books will still be offered for sale on board buses and at the administration office.

Each book contains 20 tickets and the cost is \$60.00.



## Discount Fare On MATBUS Fixed Route

All MAT Paratransit eligible riders receive discount fare on MATBUS Fixed Route Service. Discount fare is 75¢, and all buses are ramp equipped. To receive discount fare, please show the driver your Special User Card when you board the bus. A 30 day bus pass for persons with disabilities can be purchased at the GTC for \$26. The GTC is located at 502 NP Ave N, Fargo, ND. For questions regarding MATBUS fixed routes, call 701-232-7500 option #1 or go to [matbus.com](http://matbus.com).

## Winter Weather

### Keep A Clear Path!

It is the responsibility of the passenger to maintain a clear path to their door so that the driver can provide door through door service. Please keep sidewalks and ramps clear of snow.

Reminder: **Drivers will not shovel a path at any time.**

### In Case Of Snow

Service may be canceled during a major snow event. Please listen to KFGO 790 AM for weather related announcements. You can also sign up to receive Rider Alerts and view weather related announcements at [matbus.com](http://matbus.com).

# Important Reminders

## Service & Cost

MAT Paratransit is a shared ride service. This means riders may not go directly to their destination without the driver picking up or dropping off other passengers. The cost of a ride is \$3.00 and **EXACT FARE** is required. Drivers will not provide change.

## Scheduling & Cancellations

You can book your trips Monday - Friday from 8:00 a.m. to 4:30 p.m. Please have your pickup and drop off address ready before you call to schedule your ride(s). Passengers must book a return trip for medical appointments that will end after 2:00 p.m.

Cancellations must be made at least **TWO HOURS** prior to your scheduled pickup time and can be made by leaving a voice message when calling MAT Paratransit.

## Be Ready

Riders should be at the entrance with coat on and packages together. The driver will sound the horn and wait **FIVE MINUTES** for you to appear, before marking your trip a "No Show." Riders marked as a "No Show" may not be able to reschedule their ride, as same day rides are dependent on availability.

## Safety

A seat belt must be worn by all persons when riding MAT Paratransit.

# Metro Senior Ride

Metro Senior Ride is available for seniors 60 or older. The discounted fare price is \$3 for a one-way-ride, \$30 and \$60 punch cards are available through Metro Senior Ride and not MAT Paratransit. Metro Senior Ride vehicles are not accessible and all passengers must be able to walk to the van independently. Senior ride trips are made 3-5 days in advance by calling 701-356-7433.

# Meet the MAT Paratransit Staff

## Shaun

*Mobility Manager*

**Favorite food:** Mexican

## Heidi

*Lead Reservationist*

**Favorite food:** Lasagna

## Mat

*Reservationist*

**Favorite food:** Pizza

## Dawn

*Reservationist*

**Favorite food:** Hot Wings

# We Want To Hear From You!

What information would you like to see featured in the next newsletter?

To **OPT IN** to receiving this and other MAT Paratransit correspondence via email, please give us a call! A copy of this newsletter is also available in large print and at [matbus.com](http://matbus.com).



## MAT PARATRANSIT

Metro Transit Garage (MTG)

650 23rd St N

Fargo, ND 58102

**P.** 701-235-4464, Option 2

**F.** 701-241-8558

**Email:** [paratransit@matbus.com](mailto:paratransit@matbus.com)

**Website:** [matbus.com](http://matbus.com)