

How to Apply

Applications are available at [www.matbus.com](http://www.matbus.com), Ground Transportation Center (GTC), 502 NP Avenue, Fargo and Metro Transit Garage, 650 23rd St. N., Fargo. If you would like an application by mail, please call 701-235-4464 option 2. Following receipt of a completed application and professional verification, processing of the application may take up to 21 days. Once approved, you will receive a letter of eligibility which indicates you are eligible for MAT Paratransit, your letter will note any conditions on your use of the service.

Cost to Ride

Each passenger and guest must pay a fare.

EXACT FARE REQUIRED

Drivers do not give change.

- \$3.00 Cash/check
- \$3.00 Prepaid coupon  
(Sold in books of 20 for \$60.00)

PCAs

Personal care attendants and children under age 7 ride free with an eligible passenger.

Coupon Books

Coupon books may be purchased from the driver on your next trip. Coupon books are NOT refundable.

Can I Pay In Advance?

Fares cannot be paid in advance (except through the purchase of coupons) nor billed at a later date. The rider must pay for their ride at the time they ride. It is not acceptable to pay for the ride and return ride at the same time.

Rider Responsibilities

All of our Paratransit riders are important to us and we strive to provide constant, reliable service. As a shared ride service it is important for Paratransit riders to understand the impact their behavior has on other Paratransit riders and service delivery. Examples of behavior that is disruptive to Paratransit service includes, but is not limited to, a rider not being ready when the driver arrives and expecting the driver to wait more than 5 minutes or return at another time, making multiple reservations then cancelling/ rescheduling them within several days, not having payment for fare and expecting a ride on credit, or expecting the driver to change the destination of the scheduled ride.

A Paratransit rider will be notified of disruptive behavior by letter. A pattern of disruptive behavior will result in a suspension.

Seatbelts

Passengers are required to wear a seat belt and shoulder strap when available. Children under age eight years old or 4 foot 9 inches must use a child restraint systems while riding in the Paratransit vehicle. The adult passenger is responsible for providing a child seat appropriately fit for their child and properly adjusting the seat to secure their child (such as forward/rear facing, shoulder strap height and tightness). The driver will ensure that the child seat is properly strapped by the seat belt into the vehicle. Failure to use the seat belt shall result in denial of transportation services to the client for that trip.

Statement of Non-Discrimination

The Cities of Fargo, North Dakota, and Moorhead, Minnesota, do not discriminate against an individual on the basis of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, age or familial status and assures equal opportunity for all persons in the provision of public transportation services. For more information on your Title VI civil rights or ADA rights, or to file a complaint, please contact (701) 241-8140, option 3.

Applications, Questions, Suggestions or Complaints

Metro Transit Garage  
650 23 Street North  
Fargo, ND 58102

Phone: 701-235-4464 Option 2

Fax: 701-241-8558

Email: [paratransit@cityoffargo.com](mailto:paratransit@cityoffargo.com)

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

List of Fargo-Moorhead Transportation Providers

Website: [www.fmridesource.com](http://www.fmridesource.com)

Audio and large print versions of this brochure are available upon request.

MAT PARATRANSIT  
Transportation for Persons  
with Disabilities



To Make Reservations or Request an Application:

Ph: 701-235-4464 Option 2

7-1-1 Relay (TDD only)

FAX: 701-241-8558

Hours of Service

Monday - Friday 6:15 a.m. to 11:15 p.m.	All trips must be completed by 11:15 p.m.
Saturday 7:15 a.m. to 11:15 p.m.	All trips must be completed by 11:15 p.m.
Sunday 7 a.m. to 5 p.m.	All trips must be completed by 5 p.m.

[www.matbus.com](http://www.matbus.com)

Effective September 1, 2023

MAT Paratransit Overview

MAT Paratransit is public transportation for persons with disabilities who are unable to use Fargo-Moorhead MATBUS Fixed Route Bus Service without assistance. The vehicles have lifts to help people board who can't negotiate stairs. The maximum weight limit for a MAT Paratransit Vehicle Lift is 800 pounds, including the combined weight of the passenger and mobility device. Advance reservations are required. This service is to the door, with drivers available to assist the rider between the vehicle and building. MAT Paratransit does not provide emergency medical service.

We Are a Shared Ride Service

MAT Paratransit is a shared ride service which means the rider may not go directly to their destination without the driver stopping to pick up or drop off other passengers along the way. Paratransit provides over 200 rides per day. Driver schedules are designed ahead of time to accommodate these rides as efficiently as possible within the city limits of Moorhead, Dilworth, Fargo and West Fargo.

MATBUS Fixed Route Bus Service

In the Fargo-Moorhead metropolitan area, there are a number of buses that travel on predetermined or fixed routes on regular time schedules. This service is referred to as MATBUS and is open to the general public. To use MATBUS, you may need to travel to the bus stop, wait outside until the bus arrives, transfer between buses, recognize your destination, etc. All of the buses have wheelchair ramps.

Discount-Fare

Persons with disabilities who are able to travel on MATBUS are encouraged to do so and can get the discount fare, which is 75¢. To receive the discount fare, you must show the driver a Medicare card or Rider ID Card when you board the bus. A 30 day pass is \$27 for a person eligible for discounted fare.

MATBUS Information

For MATBUS schedule information, call the Ground Transportation Center at 701-232-7500 option 1 between 6 a.m. and 11:15 p.m. Monday through Friday and 7 a.m. and 11:15 p.m. on Saturday. Visit the MATBUS website at [www.matbus.com](http://www.matbus.com).

Eligibility for MAT Paratransit

People with disabilities who are certified as “ADA Paratransit Eligible” may ride MAT Paratransit.

What is ADA?

ADA refers to the Americans with Disabilities Act of 1990. The ADA Law requires that transportation services such as MAT Paratransit be provided to persons with physical and mental disabilities who are unable, because of their disability, to utilize fixed route bus service without assistance.

Qualification

Qualification is based on the individual's functional capabilities rather than a specific medical diagnosis. Eligibility can be permanent, temporary, or conditional.

Conditional Eligibility

If the applicant is considered eligible but only under certain conditions, the Transit Dispatcher will review each trip requested to see if that trip meets the conditions that were established when eligibility was determined. For example, a passenger may only be eligible for Paratransit during the winter when snow and ice are present. In this example, during the summer the passenger would not be eligible for Paratransit. Conditions are identified in your eligibility letter.

Service Area

All MAT Paratransit riders must reside within the service area of Fargo, West Fargo, ND and Moorhead, Dilworth MN. All other riders will be considered as Visitors.

ADA requires paratransit service be provided to origins and destinations within three-fourths of a mile of a bus route. There is no obligation to provide service to points beyond the service area.

Visitors

Visitors to Fargo-Moorhead who have been certified as “ADA Paratransit Eligible” by another public entity are presumed eligible and will be provided service for up to 21 days during any 365-day period beginning with the visitor's first use of the service during such 365-day period. If service is needed beyond 21 days, the individual is required to apply for eligibility by the Cities of Fargo or Moorhead and must reside within the service area. Visitors may be requested to show proof of residency outside the city limits of Moorhead or Dilworth, Minnesota, or Fargo or West Fargo, North Dakota.

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### Holidays

MAT Paratransit does not run on the following holidays: New Year’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve after 5 p.m. and Christmas Day.

### Where You Can Travel

You may ride any place in the city limits of Fargo and West Fargo, North Dakota, and Moorhead and Dilworth, Minnesota. You may ride MAT Paratransit for any reason: shopping - dining out - medical appointments - socializing and others!

### In Case of Snow

Service may be impacted during a snow event. The drivers will only travel on roads that are reasonably clear of snow. Service may be cancelled during a major snow event. Please listen to KFGO 790AM for weather related announcements. You can also sign up for Rider Alerts and view weather-related announcements on matbus.com

### Scheduling a Ride

Ph: 701-235-4464 Option 2

7-1-1 Relay (TDD only)



Call 701-235-4464 option 2 to reserve a ride. Office hours are 8 a.m. to 4:30 p.m., Monday through Friday. All calls must be received by 4:30 p.m. Reservations should be made at least one day prior to when the ride is needed and can be made up to 7 days in advance. Same day reservations will be accommodated as space allows.

### Sundays and Holidays

Reservations will be taken through an answering machine on Sundays and holidays for next day service only.

### Reasonable Accommodation

MATBUS will consider every request for reasonable accommodation from individuals with disabilities. Language assistance for persons with limited English proficiency (LEP is available free of charge. To request a reasonable accommodation or language assistance contact our office at 701-241-8140, at matbus.com or in writing at 650 23rd St. N. Fargo, ND 58102

### Negotiating Your Ride Time

The Transit Dispatcher will assist you in reserving a pick-up time. Since this is a shared ride service involving multiple passengers at once, the Transit Dispatcher might not be able to schedule your ride at your requested time.

The Transit Dispatcher is allowed to negotiate with you an alternative time within an hour before or after your initial requested time to accommodate reservations already made by other passengers. A passenger may ask the Transit Dispatcher for a confirmation number once the ride has been scheduled.

### The following information should be given to the Transit Dispatcher.

- Name of each eligible passenger
- If accompanied by a personal care attendant and guest(s)
- Pick up and destination addresses
- Time you wish to arrive at destination
- Return time
- If driver assistance is required

### Scheduling Subscription Rides

If you need to ride regularly at the same time and to the same destination, you may request a subscription reservation. Subscriptions are limited in availability and are determined by MAT Paratransit. If you have a subscription, you will not need to call every week to reserve your rides. You will have to cancel your ride if your plans change. Subscription rides during peak demand times may be restricted to trips for work, school, meals and medical services. Waiting lists may be established. Consistently canceling your subscription ride may result in losing the reservation.

### Scheduling Return Rides

You should make a return reservation at the same time you make your reservation to be picked up for a non-medical ride. Passenger requests to change return pick-up times because they are ready early may be accepted if space is available. The driver is not to make other passengers late or unduly prolong their ride to accommodate an early pick-up. The rider is not to expect that an earlier ride will be provided if they call for an earlier pick-up.

### Medical Return Rides

If you are dropped off at a medical appointment and expect to be done before 2:00 p.m. Monday through Friday, call the Transit Dispatcher when you are ready to be picked up. If your medical appointment will not end until after 2:00 p.m. a return reservation is necessary.

Medical delays are accommodated to the best of our ability when appointments go longer than anticipated.

### Cancels, No Shows, and Penalties

If your plans change, you should call to cancel your reservation. Trips must be cancelled at least two hours before your scheduled pick-up time. Otherwise, they will be considered a “No Show” and subject to a penalty. If you receive 3 or more no shows in a 30-day period and they equal 10% or more of your total rides in that period, you will face a 1-week suspension of service. Continuous violations of the no show policy will result in longer suspensions. Considerations will be made for disability-related issues or if the driver is more than 15 minutes late to your pickup.

2 Hours

If you are not present and ready to go when the vehicle arrives and the driver waited 5 minutes, your ride is considered a no show. Your prescheduled return ride will stay on the schedule unless you call and cancel it. If you are not present for the prescheduled return ride, that ride will be considered an additional no show.

### Pick Up Procedures

When you call to reserve a ride, the Transit Dispatcher will give you a scheduled pick up time. The vehicle may arrive anytime 15 minutes before or after your scheduled pick up time. You should be ready at the entrance with coat on and packages together. Generally, the driver will pull up to the curb and cannot pull into the driveway of a residential home.

15 Min.

### We Wait Five Minutes

Upon arrival, the driver will sound the horn. The driver will wait five minutes for you to appear. If you do not appear, the driver can leave and it will be considered a no show. The driver is not required to enter the building to look for you, nor is the Transit Dispatcher required to call and notify you that Paratransit has arrived.

### If We’re Early

If the vehicle arrives earlier than 15 minutes prior to the scheduled pick-up time, the driver will park out of sight of the passenger. The driver will then wait until 15 minutes prior to the scheduled pick-up time before going to the pick-up location and sounding the horn and beginning to count the five minutes allowed for the passenger to appear.

### If We’re Late

If the Paratransit vehicle arrives more than 15 minutes later than the scheduled time and the passenger refuses service or does not show, this will be considered a missed trip rather than a no show. Passengers are not penalized for missed trips.

### Driver Assistance

If requested, the driver will provide assistance to riders between the vehicle and the entrance of a building. Inform the Transit Dispatcher you need assistance when you make your reservation. If additional help is required beyond the main door, the rider should have a personal care attendant (PCA) ride along or have someone meet them. The driver will not assist individuals in wheelchairs into buildings that are not accessible (except open the main door).

### Bags and Packages

If requested, the driver will assist with either two grocery size bags or one small collapsible cart. The driver will not bring packages past the first door of the building. Space for packages is limited. The packages must be carried in one trip and the packages must be safely secured while on the vehicle. Guests and personal care attendants are expected to assist the passenger.

### Wheelchair Lift

Passengers who use the wheelchair lift will be assisted on and off the lift by the driver. It is safest for the passenger to back their mobility device onto the lift in the Paratransit vehicle. The passenger can expect their mobility device to be properly secured in four places. Wheelchairs and scooters must be secured during transport. Passengers are required to wear a seat belt and shoulder strap when available.

### Mobility Aids

Riders with mobility aids are responsible for keeping their equipment in safe, working order. This includes keeping batteries charged on electric wheelchairs and scooters and keeping manual wheelchair brakes in good working order.

### Keep a Clear Path!

It is the responsibility of the passenger to maintain a clear path to their door so the driver can provide door through door service. Please keep sidewalks and ramps clear of snow and do not expect the driver to shovel a path to the door.

### Trip Denial

The driver may refuse to give you a ride at locations that are unsafe for either the passenger, driver or vehicle, including areas not cleared of snow.

### Be On Your Best Behavior

Passengers who are disorderly or threatening to the driver or other passengers, including those under the influence of drugs or alcohol, will be denied a ride and may be temporarily suspended from service.

### Personal Care Attendant (PCA)

If you have a disability and need a PCA to assist you either during the ride or at your destination, indicate this on your application. When scheduling a ride, let the dispatcher know you will have a PCA with you and the driver will allow the PCA to ride for free. The beginning and ending destination of the PCA must be the same as yours.

### Bring Your Own PCA

The Paratransit rider is responsible for bringing their own PCA. MAT Paratransit does not provide a PCA or aide on the vehicle with the driver. The driver’s primary responsibilities are to safely secure the passenger and drive the vehicle with up to 14 passengers. It is possible for the rider to be alone on the vehicle with strangers while the driver is assisting another passenger to the passenger’s door. If an individual cannot ride unattended with strangers for up to one hour, it is the responsibility of the rider to bring a personal care attendant.

### Taking a Guest

Each passenger can have one person accompany them as a guest. More guests can ride as long as space is available and no eligible client is refused a ride.

The beginning and ending destination of the guest must be the same as yours. The guest must pay a fare to ride.

### Sunday Service

The ADA does not require Paratransit service on Sunday because there is no MATBUS fixed route service on Sunday. The Cities of Fargo, West Fargo, Moorhead, and Dilworth choose to make limited service available during the hours of 7:00 a.m. and 5:00 p.m. for people who are eligible for Paratransit Service.

### Service Animals

ADA paratransit eligible riders may travel with service animals trained to assist them. Service animals include guide dogs used by persons with vision or hearing impairments, and dogs and other animals that provide aid to persons with mobility impairments.