



“10-99, ALL POINTS SECURE!”

A MAT Paratransit Newsletter

Fall | 2019

Rider ID Cards

MAT Paratransit is working on the new Rider ID Cards, drivers will be equipped with cameras so they can take pictures of riders. Once the pictures are taken we can mail out new cards.

Be Prepared

When scheduling your rides, please have your pickup and return times determined prior to calling, also have the name of the place you are going and the address. This will help reduce call times which affect how long people wait in the queue.

Winter Conditions

Once the snow falls, then winter conditions will apply to some riders who are conditionally eligible to ride during conditions of snow & ice and when the temperature is below 32 degrees.

If you have any questions about your conditional eligibility please contact the MAT Paratransit office at 701-235-4464 option 2

Schedule Only What You Need

Please schedule trips you intend to take. Scheduling multiple trips and then routinely cancelling them affects the availability of times we have to offer other riders and can cause MAT Paratransit to utilize more resources than necessary by having to put out extra buses and drivers to accommodate the scheduled rides.

Community Resources

Freedom Resource Center for Independent Living:
People with disabilities in the FM area and throughout the surrounding ND/MN region, call 701-478-0459. Ask about home ramp building programs and other resources in the metro area.

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.

Scheduling Tips

We strive to pick up each passenger within their scheduled window. You can help the driver find you at your pickup location by providing the door number when booking your trip and/or which side of the building you will be waiting. Landmarks are also helpful when scheduling your ride. For example, the SW Door, #1. If you have a subscription, please remember to put it on hold if you will be gone or on vacation.

Important Reminders

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, will be denied a ride.

Personal Care Attendant (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 the passenger and drive the vehicle.

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 PCAs are expected to assist the passenger.

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 Inclement Weather

Service may be canceled during a major snow event. Please listen to KFGO 790 AM for weather related

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 at matbus.com.



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