

# MAT Paratransit

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TRANSPORTATION FOR PERSONS WITH DISABILITIES



go green  ride with us!

**M**

**matbus**



## MAT Paratransit

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Metro Transit Garage {MTG}  
650 23rd Street North  
Fargo, ND 58102

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### For Reservations

Call: 701.235.4464  
Mon. - Fri. 8:00 am - 4:30 pm

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Fax - 701.241.8558

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

# MAT Paratransit Overview

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MAT Paratransit is public transportation for persons with disabilities who are unable to use the FargoMoorhead 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.
- ✓ 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 can provide over 200 rides per day.

Riders may not go directly to their destination without the driver stopping to pick up or drop off other passengers along the way.

Driver schedules are designed ahead of time to accommodate these rides as efficiently as possible within the city limits of Fargo and West Fargo, ND and Moorhead and Dilworth, MN.

# MATBUS Fixed Route Bus Service

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In the Fargo-Moorhead metropolitan area, there are a number of buses that travel on predetermined of 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 ride for a discounted fare, which is \$1.00. To receive discount fare, there is an application process, you can find the application on our website at <https://matbus.com/riding-matbus/fares-passes>

A 31 day discount pass is \$27 for a person with a Connect Card, with fare capping you stop paying for rides after spending \$27 in a 31-day period. The Connect system tracks your spending, so you never overpay.

## **MATBUS Information**

For MATBUS schedule information, call the Ground Transportation Center (GTC) at 701-232-7500 between 6 a.m. and 7:00 p.m. Monday through Friday and 7:00 a.m. and 7:00 p.m. on Saturday. \*Due to staffing shortages hours of operation have been reduced in the evening. For up-to-date information please contact the GTC.

Visit the MATBUS website at <https://matbus.com/riding-matbus/matbus-connect> for more information about Connect.

# Eligibility for MAT Paratransit

Persons 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 individuals functional capabilities rather than a specific medical diagnosis.

Eligibility can be permanent, conditional or temporary.

## **Conditional Eligibility**

If an 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 months when snow and ice are present. In this example, during the summer, the passenger would not be eligible for Paratransit.

Conditions are identified on your Eligibility Letter and noted on your Rider ID card.

## **Visitors**

Visitors to Fargo-Moorhead who have been certified as "ADA Paratransit Eligible" by another public entity will be presumptively eligible and will be provided service up to 21 days during any 365-day period.

If service is needed beyond 21 days, the individual is required to apply for eligibility by the Cities of Fargo and Moorhead.

# Hours of Service

## **Monday – Friday\***

6:15 a.m. to 10:15 p.m.

## **Saturday\***

7:15 a.m. to 10:15 p.m.

## **Sunday**

7:00 a.m. to 5:00 p.m.

All trips must be completed and passengers delivered to their destination by 10:15 p.m. Monday – Saturday, and 5:00 p.m. on Sundays.

\*Due to staffing shortages, evening hours have been reduced, contact the Ground Transportation Center at 701-232-7500 for up-to-date information.

## **Holidays**

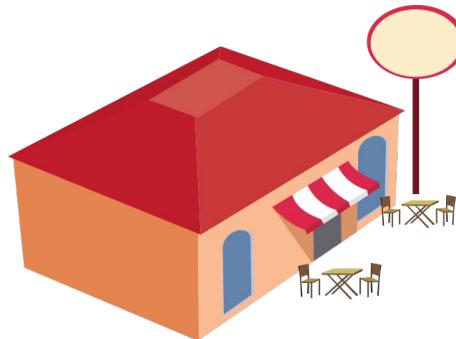
MAT Paratransit does not run on the following holidays:

- ✓ New Year's Day
- ✓ Easter
- ✓ Memorial Day
- ✓ Independence Day
- ✓ Labor Day
- ✓ Thanksgiving Day
- ✓ Christmas Eve after 5:00 p.m.
- ✓ Christmas Day

## Where You Can Travel

You may ride MAT Paratransit any place in the city limits of: Fargo and West Fargo, ND and Moorhead and Dilworth, MN.

You may ride MAT Paratransit for any reason: shopping, dining out, medical appointments, socializing and others!



## Scheduling a Ride

Call 701-235-4464 to reserve a ride.

Office hours are 8:00 a.m. to 4:30 p.m.  
Monday – Friday.

Reservations should be made at least one day prior to when the ride is needed and can be made up to 8 days in advance.

Same day reservations will be accommodated as space allows.

Reservations will be taken through an answering machine on Sunday and holidays for the next day service ONLY.

You 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 address
- ✓ Time you wish to arrive at destination
- ✓ Return time
- ✓ If driver assistance is required
- ✓ Telephone number

## Scheduling Subscription Rides

If you need to ride regularly at the same time and to the same destination, you may request a subscription reservation.

### For Subscriptions:

- ✓ You will not need to call every week to reserve you ride.
- ✓ You will need to cancel your ride if your plans change.
- ✓ 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 reservations to be picked up for a non-medical ride.

Passenger requests to change pick-up times because they are ready early may be accepted if space is available.

The rider is NOT to expect that an earlier ride will be provided if they call for an earlier pick-up.



# Medical Return Rides

Medical appointments expected to be done before 2:00 p.m. Monday – Friday can be requested as a “will call.” Please 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

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Trips must be canceled at least **2 HOURS** before your scheduled pick-up time, or they will be considered a “no show.”

If you receive 3 or more no shows in a 30-day period and they equal 10% percent or more of your rides in that period you will receive a 1-week suspension of service.

Continuous violations of the no show policy will result in longer suspensions.

Considerations will be given for disability related issues and if the driver is late to your pick-up.

# Pick-up Procedures

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When you call to reserve a ride, the Transit Dispatcher will give you a scheduled pickup 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 can pull up to the curb and cannot pull into the driveway of a residential home.

## **We Wait Five Minutes**

Upon arrival, the driver will sound the horn. The driver will wait **FIVE MINUTES** for you to appear.

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 requested, the driver will provide assistance to riders between the vehicle and the entrance of the building.

# Driver Assistance

If requested, the driver will provide assistance to riders between the vehicle and the entrance of the building.

Inform the Transit Dispatcher that 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 building that are not accessible (except to 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, and space for bags is limited.

## **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 on the lift in the Paratransit vehicle.

Wheelchairs and scooters must be secured during transport. The passenger can expect their mobility device to be properly secured in four places.

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.

Batteries should be charged on electric wheelchairs and scooters.

Manual wheelchair breaks should be in good working order.

## **Keep a Clear Path!**

It is the responsibility of the passenger to maintain a clear path to their door.

Keep sidewalk and ramps clear of snow and do not expect the driver to shovel a path to the door.

# Trip Denial

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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**

MAT Paratransit may refuse to provide service to an individual because that individual engages in violent, seriously disruptive, or illegal conduct. However, the City shall not refuse to provide service solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the City, contractor or other persons.

# Personal Care Attendant (PCA)

If you have a disability and need a PCA to assist you either during the ride or at your destination, you must indicate this on your application.

If verified, the Rider ID Card issued to you will indicate that you need a PCA and driver will allow the PCA to ride 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 and passenger's door.

If any individual cannot ride unattended with stranger for up to one hour, it is the responsibility of the ride to bring a PCA.

# Taking a Guest

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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

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The ADA does not require Paratransit service on Sunday because there is no MATBUS fixed route service on Sunday. The cities of Fargo and West Fargo, ND and Moorhead and Dilworth, MN 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.



# How to Apply

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Applications are available at: [www.matbus.com](http://www.matbus.com), the Ground Transportation Center (GTC), 502 NP Avenue, Fargo and Metro Transit Garage (MTG), 650 23<sup>rd</sup> St N, Fargo.

If you would like an application by mail, please call 701-235-4464.

- ✓ There is no cost to process the application.
- ✓ Processing of completed applications including all supporting documents may take up to 3 weeks.
- ✓ No age restrictions apply.

Once approved, you will receive a letter and a Rider ID Card (if you have previously provided a picture) which indicates you are eligible for MAT Paratransit. Approved riders can submit a color picture via email or regular mail, or the driver can take their picture on the bus.

# Cost to Ride

**Eligible Passenger**

\$4.00 one way trip

**Guest**

\$4.00 one way trip

**Personal Care Attendant (PCA)**

FREE w/eligible passenger

**Child under age 7**

FREE w/eligible passenger

**Coupon Book**

\$80.00 (20 tickets)

**Agency Rate**

(Applies to Skilled Nursing and ICF-MR facilities for non-emergency medical rides for their residents)

\$38.00

**Sunday Only General Public**

(Passenger not ADA Paratransit Eligible)

\$25.00

Each passenger and guest must pay a fare.

Cash, check and prepaid coupon are accepted.

***EXACT FARE REQUIRED***

Drivers do not give change.

**Coupon Books**

Coupon books may be purchased from the driver on your trip and at the Metro Transit Garage (MTG) 650 23<sup>rd</sup> St N, Fargo.

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.

**PCAs**

Personal Care Attendants and children under age 7 ride free with an eligible passenger.

# Rider Responsibilities

All of our Paratransit riders are important to us and we strive to provide consistent, 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.

Please avoid behavior that is disruptive to Paratransit service. A pattern of disruptive behavior will result in a suspension.

## Examples of Disruptive Behavior:

- ✓ 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, and then canceling/rescheduling them within several days.
- ✓ Not having a ticket and expecting a ride on credit.
- ✓ Expecting the driver to change the destination of the scheduled trip.

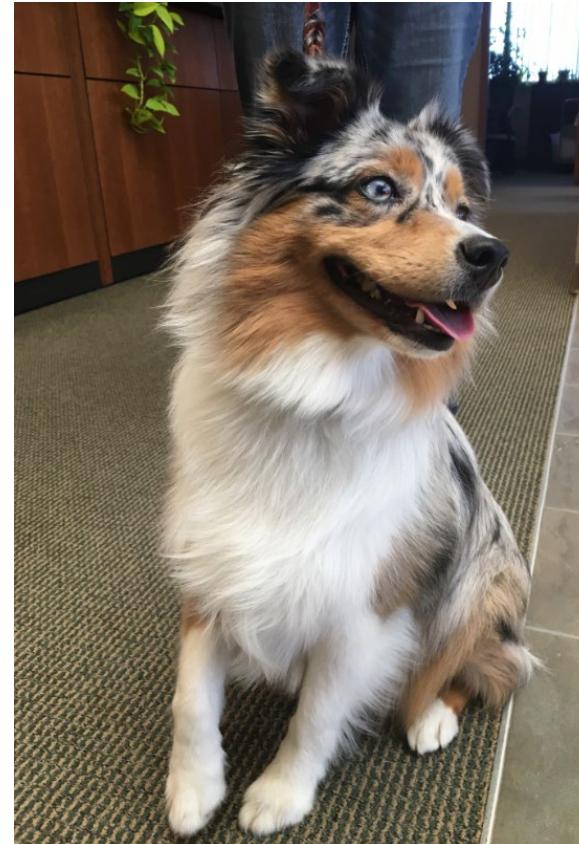
# Service Animals

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Transit entities are required to permit service animals to accompany individuals with disabilities in vehicles and facilities.

Service animals are individually trained to perform tasks for people with disabilities, such as guiding, people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks.

The work or tasks performed by a service animal must be directly related to the individual's disability.



# Statement of Non-Discrimination

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The Cities of Fargo, ND and Moorhead, MN 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 to file a complaint, please contact 701-241-8140.

# Application Questions, Suggestions or Complaints

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## **Metro Transit Garage (MTG)**

650 23<sup>rd</sup> Street North  
Fargo, ND 58102

P: 701-241-8140

F: 701-241-8558

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

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

[www.FMRideSource.com](http://www.FMRideSource.com) for a list of Fargo-Moorhead Transportation Providers

