

# MAT PARATRANSIT Rider Guide



Effective April 2025

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## Contact Information

- Phone: 701-235-4464  
7-1-1 Relay (TDD only)
- Fax: 701-241-8558
- Email: [paratransit@matbus.com](mailto:paratransit@matbus.com)  
[parareservations@matbus.com](mailto:parareservations@matbus.com)
- Ground Transportation Center  
502 NP Ave  
Fargo, ND 58102
- Metro Transit Garage  
650 23rd St N  
Fargo, ND 58102

# MAT Paratransit Quick Facts

## Overview

A shared ride service for people with disabilities that prevent them from riding the MATBUS fixed route service. It is a door-to-door service that has assistance available through the first outside door of the destination. MAT Paratransit operates within the city limits of Fargo/West Fargo, ND and Moorhead/Dilworth, MN.

All users must be approved to ride through an application process.

## Operating Days/Hours

- Monday-Friday: 6:15am-10:15pm
- Saturday: 7:15am-10:15pm
- Sunday: 7:00am-5:00pm

## Paying For Your Ride

Cost to ride is \$3.00 for each one-way trip. You can pay with cash, check, or coupon, or you can load a credit or debit card through the MATBUS Paratransit app/website.

## Reservations

Reservations can be made up to 7 days in advance. Trips can be reserved with MATBUS staff over the phone, or by creating an account with the Via app/website (fully eligible riders only). Reservations can also be made by email at [ParaReservations@matbus.com](mailto:ParaReservations@matbus.com). There is a 30-minute pickup window for every trip.

# About Paratransit

MAT Paratransit is a public transportation service operated by MATBUS. This service is designed for persons with disabilities who are unable to use MATBUS fixed route bus service without assistance. Advance reservations are required, and riders must be approved through an application process.

The service is door to door. Drivers may assist passengers through the first door of a public building or apartment building upon request, but will not enter a private residence. We do not provide emergency medical service. MAT Paratransit operates within the city limits of Fargo, Moorhead, West Fargo and Dilworth.

MAT Paratransit is a shared-ride service, which means that a vehicle will pick up and drop off passengers in the order that is most efficient for timing and location. Because of this, a rider will likely not travel directly to their destination without making additional stops.



# Eligibility

Eligible riders are persons whose disabilities prevent them from riding independently on MATBUS fixed route service, which is the large-bus public transportation for the Fargo-Moorhead metro. MAT Paratransit is provided for these persons through a requirement of the Americans with Disabilities Act of 1990 (ADA). These qualified individuals may be referred to as "ADA Paratransit Eligible."

Qualification is based on the individual's functional capabilities, rather than a specific medical diagnosis. The application contains questions about tasks that the individual is able to complete without assistance, which may vary among people with the same physical or mental condition.

## **When should I ride MATBUS fixed route instead of MAT Paratransit?**

MATBUS fixed route service travels on predetermined fixed routes with consistent schedules, and is open to the general public. All MATBUS vehicles have accessible ramps and space for two wheelchairs.

A rider with a disability may not be approved for MAT Paratransit if they are able to complete the steps for riding MATBUS, including planning a trip (understanding routes and timetables), traveling to and from a bus stop, waiting outside for a bus to arrive, transferring between buses, and recognizing destinations.

All riders who are able to complete these steps are encouraged to ride MATBUS fixed routes, where they will be eligible for discounted fare. For more information about riding MATBUS, visit [matbus.com](http://matbus.com) or call 701-232-7500 Option 1.

Anyone approved to ride MAT Paratransit is automatically eligible for discount fare on MATBUS. If you choose to ride fixed route service, and pay with cash, it is recommended that you request a free Rider ID card to prove eligibility. If you plan to pay with the Connect Card or Connect App, contact MATBUS staff to be set up as a discount rider in the system.

## Conditional Eligibility

Some applicants may be approved to ride MAT Paratransit, but only under certain conditions. This is called conditional eligibility. For example, a passenger may only be eligible to ride Paratransit during the winter, when snow and ice are present. This passenger would not be eligible to ride in the summer. If you are conditionally eligible, your specific conditions will be listed in your eligibility notification letter.

## Residence Requirements

All MAT Paratransit riders must reside within the service area, which includes the city limits of Fargo/West Fargo, ND and Moorhead/Dilworth, MN. Others who wish to ride, but do not live in the service area, will be considered “visitors.” ADA law requires paratransit service to be provided to origins and destinations within 0.75 miles of a MATBUS route. MAT Paratransit exceeds this requirement by designating a service area that extends to city limits.

# Eligible Visitors

If you are visiting Fargo-Moorhead and have been certified as ADA Paratransit Eligible by another public entity, you will be presumed eligible for temporary usage of MAT Paratransit. Visitors may be requested to show proof of residency outside the service area. You may ride Paratransit for up to 21 days during any 365-day period, beginning with your first use of the service. If service is needed beyond 21 days, you are required to reside within the service area and submit the official MAT Paratransit application.



# Application Process

## How to Get an Application

Applications are available for download on [matbus.com](http://matbus.com), and in person at the Ground Transportation Center (502 NP Ave, Fargo, ND) and Metro Transit Garage (650 23rd St N, Fargo, ND). To request an application through the mail, call 701-235-4464.

## Filling Out the Application

If you download the PDF version of the application from the MATBUS website, you can type your answers directly into the document. If you are filling out the application by hand, use blue or black ink and print your information clearly. Do not write in cursive.

Applications can be filled out by the prospective rider, or their designated representative or guardian. Interested riders may get assistance from case workers, medical professionals, family members or friends.

If you have questions or need help completing your application, contact MAT Paratransit staff by phone or email.

## Professional Verification

Each application will include pages for riders to indicate the name and contact information of a professional that is familiar with their disability. These authorization forms constitute a release that allows the professional to answer questions about



the applicant's disability, using their professional background and knowledge of the applicant. This contact can be a medical provider or social worker/case manager.

After MATBUS receives your application, we will send the authorization and professional verification forms to your chosen contact. Once that verification is returned to MATBUS, staff will review all documents to assess eligibility.

If the applicant's chosen professional is employed by Sanford Health, the applicant should fill out both authorization forms found at the end of the application – the general MAT Paratransit Authorization Form and the Sanford Health Authorization. If the professional is not at Sanford, only the first one is needed.

## How to Submit an Application

You may turn in your application by one of these methods:

- **In person** at the Ground Transportation Center or Metro Transit Garage
- **Through the mail** to the Ground Transportation Center or Metro Transit Garage
- **Email** [paratransit@matbus.com](mailto:paratransit@matbus.com)
- **Fax** 701-241-8558

# Application Review

After MATBUS receives your application, it will be reviewed for completion. MATBUS staff may contact you if there is information missing. The authorization form(s) must be included in order to process your application.

To verify your disability, MATBUS will send the professional verification form to your chosen contact. Once the professional verification form is returned to MATBUS, staff will review all documents to assess eligibility.

A final determination of eligibility will occur within 21 days of receiving the completed professional verification form. If there is a delay in receiving the professional verification form from your chosen professional, you may need to contact them to request action.

Once the application has been fully reviewed by MATBUS, you will receive a letter of eligibility. If you are approved, your letter will indicate whether you have full or conditional eligibility, and list any conditions that apply to your ability to schedule rides. If you are not approved, your reason for denial will be included in the letter. You will then



**Get Your  
Application**



**Fill Out  
Application**



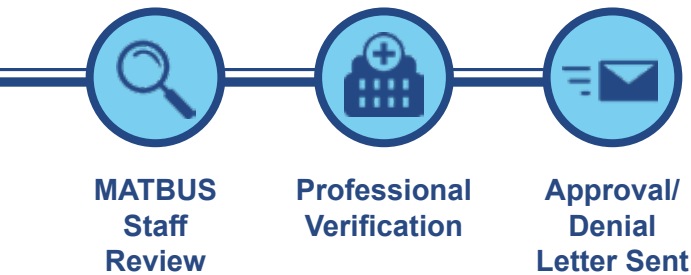
**Turn In  
Application  
& Medical  
Form(s)**

have the option to choose a different professional that can verify your disability. You may also appeal the determination.

## Personal Care Attendant (PCA)

If you have a disability and need a PCA to assist you at any part of your travel (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. If you schedule your ride on the MATBUS Paratransit mobile app or website, you can also note your PCA. The beginning and ending destination of the PCA must be the same as yours.

You are responsible for bringing your own PCA. MAT Paratransit does not provide a PCA or aide on the vehicle. The driver’s primary responsibilities are to safely secure the passenger, and get all passengers to their destinations safely. It is possible for a rider to be alone on the vehicle with strangers while the driver assists another rider outside the vehicle. If you cannot ride unattended with strangers for up to one hour, it is your responsibility to bring a PCA.



# MATBUS Paratransit Mobile App

The MATBUS Paratransit App allows fully eligible MAT Paratransit riders to schedule their own rides independently, rather than calling in to reservationists. This app is available in Google Play and the Apple App Store.

## Rider Benefits

- Schedule rides any day at any time
- No need to wait on hold to speak to a reservationist
- Edit or cancel rides quickly
- Keep track of your upcoming rides
- Pay with your uploaded credit/debit card



# Is using the app a good option for me?

Only fully eligible paratransit riders may schedule rides through the app. Anyone with conditional eligibility (snow/ice, hours of darkness, etc.) must continue to book rides by calling a reservationist.

The app would work best for riders who already schedule and pay for their rides independently. New riders should consider their comfort level in using smartphone apps, as well as managing their own calendar and making appointments. The app can also be used by family members or caregivers who schedule trips on behalf of the MAT Paratransit rider.

Sunday rides and next-day rides are not available through the app, and must be scheduled by phone. Any app scheduling done after office hours will be considered as occurring the next calendar day. Example: On Wednesday at 8:00pm, the earliest ride you could schedule is on Saturday.

## Getting Started

Before using the app, you must have completed the application process, and be approved as a fully eligible MAT Paratransit rider. Do not set up an account on the app before you are fully approved.

- Download the app by searching for "MATBUS Paratransit" in your app store.
- Open the app and select the Get Started button on the home screen.
- Enter your phone number, and follow the prompts.
- If paying with a credit/debit card, upload the card details under Payment Methods.

# Paying for Your Ride

Each one-way trip costs \$3.00. This may be paid on board with cash or check, or a prepaid coupon.

Coupons can be purchased in books of 20 for \$60.00. One coupon is worth \$3.00 and valid for one trip. You can purchase coupon books on board from the driver or in person at MATBUS (either the Metro Transit Garage or Ground Transportation Center). Staff can also mail coupon books on request, if you send a check by mail. All coupon books sales are final and are NOT refundable. Coupons do not expire.

Rides booked through the MATBUS Paratransit app can be paid for with a credit/debit card. The card must be added to your app account prior to using it for ride payment. Riders can also use the other payment options when booking with the app.

Each passenger and guest must pay a fare. Exact fare is required, as driver do not give change.

PCAs and children under the age of 7 ride free with an eligible passenger.

MATBUS cannot bill for rides after they have been taken. All rides must be paid for individually at the time of pickup. Drivers cannot accept payment for the both pickup and return rides at the same time.

General public who are not Paratransit eligible may schedule rides for Sundays only, for a cost of \$25.00 per one-way trip.



## Agency Rate

If you currently live at an assistive care facility, there are other considerations when scheduling and paying for your ride. These facilities, if located in Fargo or West Fargo, are charged an Agency Rate of \$38.00 per ride for their residents.

### Skilled Nursing Facility

You should schedule your medical rides with the nursing facility where you live. The facility receives an all-inclusive rate for routine services through Medicaid payments, and transportation for medical rides is included. If the medical ride is scheduled through MAT Paratransit, MATBUS staff will then invoice the facility for the rides to and from the medical appointment.

### Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)

If you need to schedule rides to another day program, you should schedule those rides directly with the ICF/IID facility where you live.

# Scheduling a Ride

## Operating Days/Hours

MAT Paratransit operates Monday-Friday 6:15am-10:15pm, Saturday 7:15am-10:15pm, and Sunday 7:00am-5:00pm.

Reservations should be made at least one day prior to travel, and they can be made up to 7 days in advance. Same-day reservations will be accommodated as space allows.

The ADA does not require Paratransit service on Sundays, because there is no MATBUS fixed route service on Sundays. However, the Cities of Fargo, Moorhead, West Fargo, and Dilworth have chosen to make limited service available on Sundays for paratransit-eligible riders. General public are also permitted to use the MAT Paratransit service on Sundays, for a fee of \$25.00 per trip.

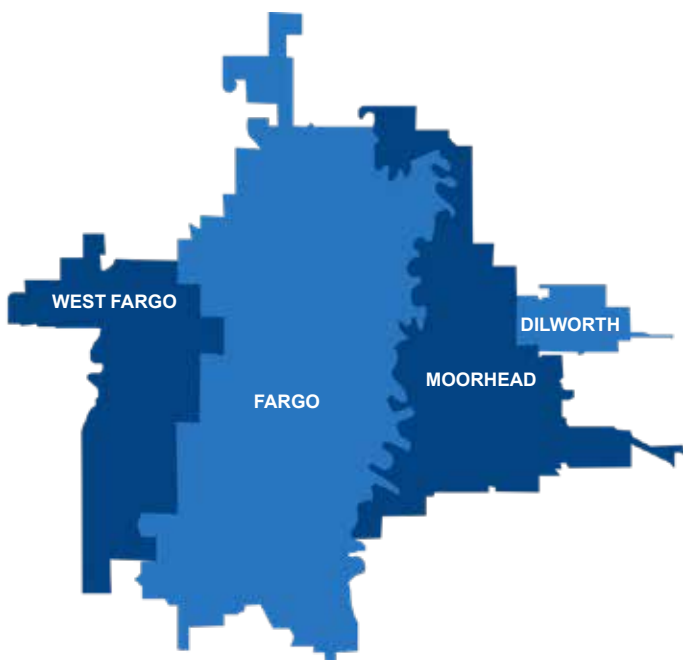
MAT Paratransit does not run on the following holidays:

- New Year's Day
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve (no service after 5:15pm)
- Christmas Day



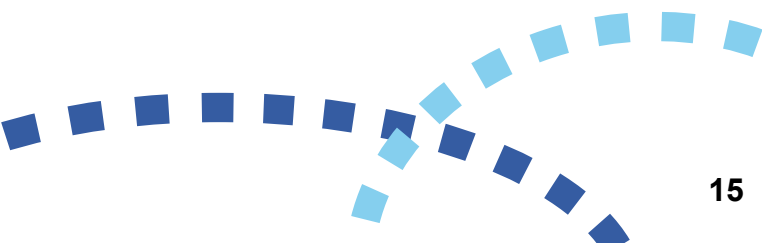
# Service Area

You are permitted to schedule pickup and dropoff locations anywhere within the city limits of Fargo, Moorhead, West Fargo, and Dilworth. You may ride MAT Paratransit for any reason, like shopping, medical appointments, socializing, and more. Rides are not restricted by type of usage.



## Scheduling By Phone

Call 701-235-4464, and a reservationist will assist you. Office hours are Monday-Friday 8:00am-4:30pm. All calls must be received by 4:30pm. Any calls received on Sundays and holidays (through an answering machine) may only be for the purpose of reserving rides taken the next day.



# Scheduling By Mobile App

Open the app, and enter your preferred date and times of travel. You will be shown options for available trip times. Select the option you would like to schedule, then select your payment method. Return rides will need to be scheduled separately. You can view all upcoming trips under the Scheduled Rides section.

## Negotiating a Ride Time

If you call in to schedule your trip, the reservationist will assess your request and the service's available time slots. Since there is limited availability of drivers and trip times, the reservationist may not be able to schedule the ride at your requested time. In this case, the reservationist will negotiate with you to find an alternative time, within an hour before or after your initial requested time.

## 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. If you have a subscription, you will not need to call every week to reserve your rides. You will, however, need 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 if available subscription slots are full. Consistently canceling your subscription ride may result in losing the subscription.

## Return Rides

For non-medical rides, you should make a return reservation at the same time you make your reservation for your departure ride. If you

are ready earlier than your scheduled return reservation, you may request to change your pickup time. These requests will be accepted if space is available, and if adding a ride will not negatively affect other passengers. Your request for an earlier pickup time may be denied, and you will need to keep your original return trip.

## Guests

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 also pay the \$3.00 fare to ride.

# Before Calling For a Ride

These are the details a reservationist will request during your call:

- Your first and last name
- Date you'd like to travel
- If you will have a PCA or guest(s)
- If you will have a mobility device, and if so, what type
- If driver assistance is required
- Pickup and destination addresses
- Specific location details like door number, which side of building, etc.
- Preferred arrival/return times

# Travel Day Expectations

## Ready for Pickup

When you book your ride, you are given a scheduled pickup time. The vehicle may arrive within 15 minutes before or after your scheduled pickup time. This is called a pickup window. For example, if your scheduled pickup time is 10:00am, your window is 9:45-10:15am. You should be ready at the entrance of your pickup location at the beginning of your pickup window, with outerwear on and packages together. Generally, the driver will pull up to the curb, and cannot pull into the driveway of a residential home.

## Driver Arrival

Upon arrival, the driver will honk the horn, then wait 5 minutes for you to appear. If you do not appear, the driver can leave, and your trip will be considered a "no show." The driver is not required to enter the building to look for you, nor is the reservationist required to call to notify you that the vehicle has arrived. If you have a current mobile phone number in the system, you will receive a text alert that the driver has arrived.



If there are other people nearby at your pickup location, wave at the driver to indicate that you are the appropriate person. Drivers do not have photos of their riders, so they may not realize you are their rider. If it is difficult for you to see the

driver or motion to them, we recommend providing clear identification details when booking, such as location, physical description, or assistive device.

## Early Arrivals

If the vehicle arrives before your pickup window has opened (15 minutes prior to your scheduled time), the driver will park out of sight of the passenger, and wait until the pickup window begins. Then, they will go to the pickup location, honk the horn, and begin the 5-minute countdown.

## Late Arrivals

If the vehicle arrives after your window has closed (more than 15 minutes after your scheduled time), and you refuse the ride or do not appear, this will be considered a missed trip and not a no show. Passengers are not penalized for missed trips.

## Trip Denials

The driver may refuse to give you a ride at locations that are unsafe for either the passenger, driver, or vehicle. This can include areas that are not sufficiently cleared of snow and/or ice.

## Trip Notifications

All riders have access to receive trip notifications, regardless of eligibility type. Newly approved riders should verify that their current phone number is listed in their rider profile. Notifications can be made through texts to a mobile phone or calls to a mobile phone/landline.

If you are not receiving notifications, contact the reservationists to make sure the feature is enabled on your account. If you are getting texts and would prefer a phone call notification, or vice versa, contact the reservationists to adjust your settings.

Once the driver has completed the prior stop and is on their way to your location, you will receive a notification. This call or text message will say that the vehicle is about 15 minutes away. It also lists the address and vehicle. Another notification will be sent when the driver is about 5 minutes away.

When the vehicle arrives at your location, you will get a call or text that marks the beginning of your 5-minute waiting period. If you have received this notification and can't find your vehicle, contact MATBUS staff to verify your pickup location address or entrance.

If you do not connect with your driver within the 5-minute waiting period, you will receive a notification that the driver has left for the next stop.

## Assistance

If requested, the driver will provide assistance to riders between the vehicle and the entrance of a building. If you do need assistance, inform the reservationist when you schedule the ride, or add a note to your reservation through Via. If additional help is needed beyond the main door, the rider should have a personal care attendant (PCA) ride along, or arrange for someone to meet them. The driver will not assist wheelchair users into buildings that are not accessible, and are only permitted to open the main door.

If requested, the driver will assist with either two grocery-sized bags or one small collapsible cart. The driver will not bring belongings past the first door of the building.

## Mobility Aids/Wheelchairs

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. Riders are responsible for the operation of their mobility device. If they are not able to do so, a PCA may be needed.

MAT Paratransit vehicles are equipped with a lift. If the rider needs to use the lift to board or deboard the vehicle, the driver will assist them. When entering the vehicle, it is safest for the rider to back up onto the lift. The rider can expect their mobility device to be secured to the vehicle in four places. Wheelchairs and scooters are required to be secured during transport.

## Seat Belts

Passengers are required to wear a seat belt and shoulder strap when available, and keep them secured for the entire trip, until the vehicle is stopped. Failure to use the seat belt shall result in denial of transportation services for that trip.

Children under the age of 8 or under the height of 4'9" must use child restraint systems while riding in the Paratransit vehicle. The adult passenger is responsible for providing a child seat that fits the child appropriately, and properly adjusting the seat for securement (forward/rear facing, shoulder strap height and tightness, etc.). The driver will ensure that the child seat is properly strapped by the seat belt into the vehicle.

## Bags and Packages

Space for packages on the vehicle is limited. Any packages or small carts must be able to be carried on the vehicle in one trip. They must be safely secured while on the vehicle, held onto by the rider or their guest/PCA.

# Travel Day Checklist

Ready to ride? Make sure you know these details:

- Date of Ride
- Scheduled Pickup Time
- Trip Window Opens At:
- Return Trip Pickup Time
- Return Trip Window Opens At:
- Am I bringing a PCA or guest(s)?
- How will I be paying?
- Is my mobility device ready to go, and charged (if needed)?
- Where will I wait for my pickup, so that I can see the bus arrive?

Hi Matt, you'll be picked up in 15 minutes at 650 23rd St N, Fargo, ND, USA by a White Ford E450 G94763. If any issues, call +17012418140.

Hi Matt, your vehicle is here! Pickup details: 650 23rd St N, Fargo, ND, USA, Ford E450 White G94763. If needed, call your driver at +17012418140.

The driver waited at the pickup spot, but couldn't find you and had to move on. Need assistance? Call us at +17012418140.



# Rider Responsibility

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 riders and service delivery. In order to maintain a safe environment and keep trip schedules on time, please review these best practices and expectations.

## Best Practices

Keep track of your pickup window time(s).

Cancel rides at least 2 hours in advance if your plans change.

Be ready at the entrance for pickup, with all outerwear and/or bags. Do not expect the driver to wait more than 5 minutes, or request for them to return at another time. This can delay the schedule for other riders assigned to that vehicle for the day.

Keep a clear path. It is the responsibility of the passenger to maintain a clear path to their door, so the driver can provide the appropriate level of service. Please keep sidewalks, ramps or stairs clear of snow and ice. Do not expect the driver to shovel a pathway. This is important for safety and respecting the time of the driver and other passengers.

# Behavior

Be on your best behavior. If a passenger is disorderly or threatening to the driver or other passengers, they will be denied a ride. They may also be temporarily suspended from using MAT Paratransit. This may also occur for passengers under the influence of drugs or alcohol.

Other disruptive behaviors may result in the rider receiving a letter from MAT Paratransit, outlining the unacceptable actions. A pattern of disruptive behavior may result in a suspension. Disruptive behavior includes, but is not limited to:

- Disregard of the responsibilities, policies and procedures described in this document
- Making multiple reservations, then canceling/rescheduling them within a couple days
- Expecting the driver to change the destination of the scheduled ride
- Insufficient funds payments and NSF checks



# When Things Don't Go As Planned

## Severe Weather

Service may be impacted by severe winter weather. The drivers will only travel on roads that are reasonably clear of snow, and service may be canceled during a major snow event.

If you have a trip that will be affected by a service cancellation, reservationists will notify you by phone and/or text message. Cancellations will also be announced on local news media, on matbus.com, and through Rider Alerts. All riders are encouraged to sign up for Rider Alert emails on the MATBUS website.

## Cancels, No Shows, and Penalties

MAT Paratransit is a busy service, and there may be a waitlist of same-day and early return ride requests for any given day. If your plans change, and you no longer need a ride, you are expected to call MAT Paratransit to cancel your reservation, or cancel it through the Via App/Website. This allows other riders to be scheduled in your time slot.

Trips must be canceled at least two hours before your scheduled pick-up time. Otherwise, they will be considered a "No Show" and subject to a potential penalty. If you receive 3 or more no shows in a 30-day period, and they equal at

least 10% of your total rides in that period, you may receive 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.

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 pre-scheduled return ride will stay on the schedule unless you cancel it. If you do not cancel, and are not present for the pre-scheduled return ride, it will be marked as an additional no show.

## Reasonable Accommodation

MATBUS will consider every request for reasonable accommodation. These requests are limited to short-term requests that do not place the passenger(s) or MATBUS employees in an unsafe situation.

Language assistance for persons with limited English proficiency (LEP) is available free of charge.

To request a reasonable accommodation or language assistance, contact the MATBUS office at 701-232-7500 Option 3, email [transit@matbus.com](mailto:transit@matbus.com), or mail your request to 650 23rd St N, Fargo, ND 58102.

# Statement of Non-Discrimination

The Cities of Fargo, ND and Moorhead, MN operate MATBUS/MAT Paratransit and provide access to all its programs, services and benefits in compliance with Title VI of the Civil Rights Act of 1964, without regard to race, color, national origin, sex (23 U.S.C. 324), age (42 U.S.C. 6101), disability/handicap (29 U.S.C. 794) or socioeconomic status (E.O. 12898).

For more information or to file a discrimination complaint, please contact MATBUS at 701-232-7500 Option 3. This statement, as well as MAT Paratransit applications and instructions, is available in alternative format upon request. MATBUS will provide reasonable accommodations for people with disabilities when possible.

Contact MATBUS by calling 701-232-7500 Option 3, by email [transit@matbus.com](mailto:transit@matbus.com), or mail at 650 23rd St N, Fargo, ND 58102. Complaint forms can also be obtained online at [matbus.com](http://matbus.com).

# Questions, Compliments or Complaints

## Do you have questions about applying for or using MAT Paratransit?

Contact MATBUS by phone or email, and staff will assist you with any questions you may have. MATBUS also appreciates any suggestions for how to make our website or this document more helpful or accessible for MAT Paratransit riders.

## Do you have a compliment or complaint?

MATBUS works to ensure all passengers are provided with the best possible customer service. If you would like to recognize an employee for their customer service skills, or you have experienced less than perfect customer service with MATBUS, we encourage your feedback.

Your feedback may be submitted online with a form on the MATBUS website or through email to [paratransit@matbus.com](mailto:paratransit@matbus.com). You may also call 701-235-4464 to speak with a reservationist.

# Other Resources

An audio version of this brochure is available upon request.

There may be times when MAT Paratransit is not the most appropriate option to meet your specific transportation need. A list of all Fargo-Moorhead area transportation providers is available on [FMRideSource.com](http://FMRideSource.com). Each listing includes details of the provider's hours and areas of service, types of rides accepted, pricing, and more. A print version of this directory is also available in person at MATBUS facilities or through the mail upon request.

## **Metro Transit Garage**

650 23rd St N  
Fargo, ND 58102

## **Ground Transportation Center**

502 NP Ave  
Fargo, ND 58102

## **Phone**

701-235-4464  
7-1-1 Relay (TDD Only)

## **Email**

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

## **Fax**

701-241-8558



THE CITY OF  
**Fargo**  
FAR MORE 

