

Important Phone Numbers

Ride Reservations & Cancellations	763-493-2200
Emergency Information Hotline	763-494-5994
Customer Service	763-494-6005
General Information	763-493-2200

You can use this service for . . .

- shopping,
- work,
- medical appointments,
- Community Center,
- restaurants,
- visit friends,
- haircuts,
- personal business,
- school
- anywhere within Maple Grove



Dial-A-Ride
City of Maple Grove
P. O. Box 1180
Maple Grove, MN 55311-6180



Dial-A-Ride

Monday through Friday 6:00 a.m. to 6:00 p.m.

Saturdays 8:00 a.m. to 4:00 p.m.

One-Way Fare: \$1.75

Ride Reservations 763-493-2200

The Dial-a-Ride program is an advance reservation, shared-ride, curb-to-curb van service available to all Maple Grove residents for travel within the City. The service is part of the City of Maple Grove's public transit system.

Effective: September 18, 2006

Service Hours

Monday through Friday 6:00 a.m. to 6:00 p.m. and Saturdays 8:00 a.m. to 4:00 p.m. *No service on Sundays or Holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas).*

Service Area

The service area is limited to within City of Maple Grove boundaries, plus service to:

- Hennepin Technical College,
- North Hennepin Community College,
- Starlight Transit Station (next to Cub Foods in Brooklyn Park), and
- City of Osseo

Who Can Ride/Minimum Age Policy

Anyone can ride, as long as you can travel independently. The minimum age to travel without an accompanying adult is 10 years old.

Fare

The fare is \$1.75 cash per one way ride. Children 5 years old and younger ride free with a paying adult. You must have correct fare in cash. We do not accept checks and drivers do not carry change. You can also purchase a ten-ride punch card for \$15.00 (you save \$.25 per ride) at City Hall, Community Center, and Cub Foods.

Ride Reservations

Riders must call at least one day in advance to reserve a ride. Ride reservations are granted on a first come, first serve basis. Ride requests can be placed up to 14 days in advance. Due to the demand for service, it is highly recommended that you make your ride request as early as possible. You can make ride reservations Monday through Friday (excluding holidays), from 8:00 a.m. to 5:00 p.m. When you call in for a ride reservation, please have the following information ready: 1) pick-up time, 2) pick-up address, 3) Drop-off address, and 4) return trip time.

Standing Order

If you have an identical trip you make on a regular basis you can request a standing order.

Cancellations and No-Shows

Riders must call at least one "business" day in advance to cancel a ride or else it will be marked as a no-show. Three no-shows in any one-month period will result in the rider to be suspended from the system for a period of one-month, and will forfeit any standing order.

Trip Denials

A trip request can be denied if sufficient van capacity or time is not available to complete your trip as requested.

Pick-up and Drop-Off Times

Riders must allow extra time when booking your ride, because the vans have a 10-minute window of travel time, meaning the van may get to your pick-up or destination point up to 10 minutes after your requested time. You must board the van when it shows, drivers will not wait beyond two minutes.

Child Safety Restraints Seats

Riders must provide a Child Safety Restraint Seat that meets Federal Motor Vehicle Safety Standard 213 (FMVSS213) for children under the age of four (State Law). The proper use and installation of the Child Safety Restraint Seat is fully the responsibility of the accompanying adult. The selection and utilization of a Child Safety Restraint Seat must follow State and Federal Guidelines. A ride will not be provided for anyone violating this policy.

Seatbelt Policy

All riders are required to use the seatbelts in the van.

Drive Assistance Policy

Drivers only provide assistance to passengers requiring the use of the wheelchair lift or boarding the van, but not with getting to and from the door of their home or destination.

Packages Policy

Riders are allowed to bring aboard small packages that do not interfere or do not jeopardize the safety of passengers or driver. Drivers do not assist in carrying packages.

Miscellaneous Rules

No eating, drinking beverages, or smoking allowed on the van. Any rude, disrupting, or unsafe behavior will not be tolerated. No pets allowed with the exception of service animals. Anyone violating these rules will be denied future trips.

Vans

The clean, comfortable, and safe vans are painted white with the Maple Grove Transit "maple leaf" logo applied. All vans are wheelchair accessible and have room to transport two persons using wheelchairs. Vans have a maximum of capacity of nine passengers.

Emergency Information Hotline 763-494-5994

In the event of an emergency related to the Dial-A-Ride service, up-to-date information will be available through this voice mailbox number. Do not leave messages at this number. Service cancellations due to severe weather would be announced on WCCO AM radio and this voice mailbox.

Customer Service

If you have any questions, complaints, or suggestions related to the service, please call the City of Maple Grove's Transit Administrator at 763-494-6005.