

MY RIDE Passes On Your Phone

Text **TOKEN** to **41411** for
download link

1. Get Token Transit app
2. Find MY RIDE logo
3. Buy pass
4. Show phone to board



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Important Contact Information

Ride Reservations & Cancelations	763.493.2200
Setup of Ride App & Online Portal	763.493.2200
Emergency Information Hotline	763.494.5994
Customer Service	763.494.6005
Email	transit@maplegrovern.gov
Website	maplegrovetransit.org

Ride Reservations **763.493.2200**

A ride reservation is required to use MY RIDE. Reservations can be made for the same day or the following service day. However, the reservation must be made a minimum of 30 minutes prior to your pick-up time. Trips are scheduled on a first-come, first-served basis. It is recommended that you use the MY RIDE smartphone app or the online web portal to schedule your trip requests. The app and portal allow you to make reservations at any time of the day. Reservations are available through the MY RIDE Call Center at 763.493.2200 Monday through Friday from 8:00 a.m. to 5:00 p.m. and Saturday from 7:00 a.m. to 4:00 p.m.

Standing orders are available for work or repeat medical trips such as dialysis. Trip locations and times must be identical and cannot be rescheduled. When you need to alter your trip needs, the standing order trip is canceled and a new trip request is placed. MY RIDE does not guarantee that a ride solution that meets your needs will be available. MY RIDE may require certain documentation to verify your need for the standing order.

Service Area

The service area is limited to the City of Maple Grove boundaries, plus service to or from:

- Cities of: Osseo, Brooklyn Park, and Brooklyn Center
- Robinsdale Transit Center
- Crystal Shopping Center
- Station 73 (Plymouth on Hwy. 55)
- West Health Campus in Plymouth
- CROSS Food Shelf in Rogers

Trip origin or destination must be within City of Maple Grove.



Monday – Friday

5:30 a.m. – 5:30 p.m.

Saturday

7 a.m. – 4 p.m.



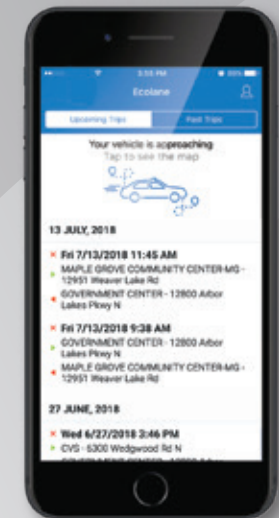
The MY RIDE program is an advance reservation, shared-ride, curb-to-curb bus service available to the general public for travel within Maple Grove and select locations in neighboring cities.

The program is a service of



Effective: August 1, 2023

Booking and Managing Your MY RIDE Trips Just Got Easier...



Download the Ecolane App, call **763.493.2200** for your Login ID, and get started...



Fares

A single-ride cash fare is \$3. A discount is available by purchasing the 10-ride ticket or the 10-ride Token Transit Mobile Fare pass. The 10-ride ticket or mobile pass sells for \$20, which saves you \$1 per ride. You can also purchase a single-ride Token Transit Mobile Fare for \$2.

- Cash fares must be paid in exact fare as drivers do not carry change.
- The 10-ride ticket is sold at the Maple Grove Government Center, Maple Grove Community Center, or Cub.
- Download the Token Transit app and click on the MY RIDE logo to purchase the mobile fares.
- Children five years old and younger ride free.
- Personal Care Attendants (PCAs) ride free with a paying customer.

Service Hours

Monday - Friday 5:30 a.m. – 5:30 p.m.
Saturday 7 a.m. – 4 p.m.

No service on Sundays or the following holidays:
New Year's Day, Memorial Day, Independence Day,
Labor Day, Thanksgiving, and Christmas.

Who Can Ride/Minimum Age Policy

MY RIDE is a general public service for anyone who can travel independently. The minimum age to travel without an accompanying adult is 10 years old.

Pickup and Drop-Off Times

Riders will be asked for a drop-off time when booking both their outbound trip and the return trip. All ride reservations will have a 20-minute window of time for the outbound trip and 30 minutes for the return trip. The bus can arrive at any time during the "window" span. You must board the bus when it arrives; drivers will not wait beyond three minutes.

Standing Order

If you have an identical trip you make on a regular basis, you can apply for a standing order. See details under the Ride Reservations section, and call 763.493.2200 to set up a standing order.

Vehicles

The service is provided with fully-accessible small buses that can accommodate wheelchairs and mobility devices. The service also utilizes vans.

Trip Denials

The MY RIDE service cannot guarantee that every person who desires a ride at a specific time or day will be granted one. A trip request may be denied if sufficient bus capacity or time is not available. You may be offered a different time or put on standby if you choose.

Cancelations and No-Shows

Riders must call three hours prior to pickup to cancel a ride, or it will be marked as a no-show. Four no-shows in any one-month period can result in suspension from the service for one week. You will forfeit any standing order that you have, and cannot book another standing order for a week. Longer suspensions will be instituted for repeat suspensions.

Seat Belt and Child Seat Policy

All riders are required to use seat belts or a secured child safety seat. The proper use and installation of the child safety seat is fully the responsibility of the accompanying adult. A ride will not be provided for anyone violating this policy and/or MN Statute 169.685 Passenger Restraint System for Children that stipulates who must use a child safety seat. Visit dps.mn.gov for more information.

Driver Assistance Policy

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

Packages Policy

Riders are allowed to bring aboard small packages and up to 3 bags of groceries that do not interfere with or jeopardize the safety of the passengers or driver. Drivers can refuse service to riders whose items present a safety hazard or cause inconvenience to other passengers. Drivers do not assist in carrying packages. MY RIDE is not responsible for lost, stolen, or damaged personal items.

Miscellaneous Rules

No eating, drinking, or smoking allowed on the bus. No pets allowed, with the exception of service animals. Any rude, disruptive, or unsafe behavior will not be tolerated. Anyone violating these rules could be suspended from the service.

Emergency Information Hotline

763.494.5994

In the event of an emergency related to the MY RIDE service, up-to-date information will be available at the above voice mailbox. Do not leave messages at this number. Cancelations due to severe weather are announced on WCCO AM radio and the Emergency Information Hotline.

Customer Service

763.494.6005

If you have any questions, complaints, or suggestions related to the MY RIDE service, please contact: Transit Administrator, Maple Grove Transit, 12800 Arbor Lakes Parkway, Maple Grove, MN 55369. Call 763.494.6005 or email transit@maplegrovetransit.org.

Minnesota Relay 711 Minnesota Relay 711 is a free service providing telephone accessibility to people who are hard of hearing, deaf, deafblind, or speech disabled. Dial 711 to Make a Relay Call, which is a toll-free, nationwide relay access number. Once connected to the relay service, inform the communications assistant of the type of relay call you wish to make (i.e. HCO, VCO, STS, Spanish, etc.).

Capacity Disclaimer Maple Grove Transit cannot guarantee that every person who desires to use MY RIDE services will be able to obtain a ride or a ride at a specific time. The level of transit service is a fixed quantity and is available on a first come, first served basis.

Commitment to Accessibility Providing people of all mobility levels with access to our bus service and facilities is a commitment and a priority for the City of Maple Grove and Maple Grove Transit. All of our transit services and facilities are fully compliant with the American's Disabilities Act (ADA) and are fully accessible. A Complaint Procedure has been established to meet the requirements of ADA law. The complete Commitment to Accessibility policy and ADA Complaint Form can be found at www.maplegrovetransit.org or through the Transit Administrator at 763.494.6005 or transit@maplegrovetransit.org.

Commitment to Fairness (Title VI of the Civil Rights Act of 1964) The City of Maple Grove pledges that you will have access to all our programs, services, and benefits without regard to race, color, national origin, sex, age, disability, or socioeconomic status. The City will not tolerate discrimination by its employees or entities it contracts with for products and services. The City prohibits all discriminatory practices. These rights are guaranteed to you under Title VI of the Civil Rights Act of 1964. If you believe that you have been discriminated against in relationship to our transit service because of your race, color, national origin, sex, age, disability, or socioeconomic status, you may file a written complaint with the City at this address: City Administrator, City of Maple Grove, 12800 Arbor Lakes Parkway, Maple Grove, MN 55369.

