

Funding

Rider fares cover about ten percent of the operating costs of the program. The Metropolitan Council contributes 60 percent of the funding and the member cities contribute the remaining 30 percent of the funding. Service hours, service areas, and fares are dependent on adequate funding and can change without notice.

Other Policies

- Seatbelt Policy - All riders are required to use the seatbelts in the buses.
- Child Safety Seats - These seats must be used as required by State Law. STP does not provide these seats.
- 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.
- 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 will provide limited assistance in carrying packages from the bus to your door. Riders are limited to five packages or bags that weigh less than 20 pounds each

Anyone violating the above rules will be denied future trips.

SENIOR TRANSPORTATION PROGRAM (STP)

Contact Information

- Ride Reservation Number / General Information : 763-235-2200

Senior Transportation Program Board of Directors:

Brooklyn Park, Marjorie Mangine at 763-493-8300
Champlin, Dan Masloski at 763-923-7163
Dayton, Sandy Borders at 763-323-4004
Maple Grove, Mike Opatz at 763-494-6005
Osseo, Jeffrey Dahl at 763-425-1454
Rogers, Stacy Doboszanski at 763- 428-2253
Jody Jacoby, Metropolitan Council, Program Manager at 651-602-1709

SENIOR TRANSPORTATION PROGRAM (STP)

Service Summary and Policies



763-235-2200

Introduction

The Senior Transportation Program (STP) is public bus service open to the general public for residents who live in the cities of Brooklyn Park, Champlin, Dayton, Maple Grove, Osseo, and Rogers. STP is dial-a-ride program meaning you must have an advance ride reservation to use the service.

Who Can Ride

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

Service Area

The primary service area is for pick-ups and drop-offs within the cities of Brooklyn Park, Champlin, Dayton, Maple Grove, Osseo, and Rogers. Limited service is available for select locations in the cities of Anoka, Coon Rapids, Brooklyn Center, Crystal, Golden Valley, New Hope, Robbinsdale and Plymouth. It is possible that the limited service area will be phased out or limited even further by July 1, 2008.

Passenger Fares

The cost per one way ride within the cities of Brooklyn Park, Champlin, Dayton, Maple Grove, Osseo, and Rogers is \$5.00. The cost per one way ride outside these cities is \$6.00. Seniors who are 60 years or older will receive a \$1 discount. Fares must be paid in cash or with the Punch Ticket. Checks are not accepted.

Group Rides

Group trips consisting of six or more riders going to the same destination are allowed only within the primary service area. The fare will be **\$3.00** per one way ride. Seniors 60 years old and older pay \$2.00 per ride for group rates.

Punch Ticket

You can purchase a punch ride ticket for \$30.00 to be used to pay your fare. The total ride value of the punch ticket is \$34.00, so you save \$4.00. Call 763-235-2200 to order tickets or check with your driver.

Service Hours

The current service hours are Monday through Friday from 7:30 a.m. to 4:00 p.m. No service on major Holidays.



Ride Reservations

Riders must call at least one day in advance to reserve a ride. Same day rides cannot be provided. 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 apply for a standing order. Riders will have to renew standing orders twice a year (January and July). Only a minimum number of standing orders are available.

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 a rider to be suspended from the system for a period of one-month, and will forfeit any standing order you have.

Trip Denials

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

Pick-up Times / Waiting for Bus

Riders must allow extra time when booking your ride, because the vans have a 10-minute window of travel time, meaning the bus may get to your pick-up point and/or destination 10 minutes before or after your requested time. You must board the bus when it shows; drivers will not wait beyond **three minutes**. You should be waiting at the main door on the ground floor of your pick-up location.

Driver Assistance

STP is also door-to-door program meaning that the driver will assist in getting you to and from the bus and the door of your pick-up or drop-off point, but will not go inside. Drivers will provide limited assistance in carrying packages from the bus to your door. Riders are limited to five packages or bags that weigh less than 20 pounds each. Drivers will provide assistance to passengers requiring the use of the wheelchair lift or boarding the bus. error, bus breakdown, or weather.

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