

# Transit Link

*a service of the Metropolitan Council*

**Transit Link is alternative public transportation option for people throughout the region to get to work, medical appointments or enjoy recreational activities. It is public transportation for areas where regular route transit service is less frequent or not available. Anyone traveling within the service area can use Transit Link by making reservations in advance.**

## Hours

Transit Link service is available from 6 a.m. to 7 p.m., Monday through Friday.  
Contact Transit Link at [952-496-8341 \(EXT 1\)](tel:952-496-8341) for more information.

## Reservations and Rides

To schedule a ride, call Transit Link at 952-496-8341 (EXT 1) on weekdays between 7 a.m. and 3:30 p.m.  
You will be asked a number of questions, including:

- Trip date
- Requested ride time or appointment time
- Pick-up address
- Destination address

All ride requests are subject to availability – they are not guaranteed. Rides may be reserved up to five business days in advance of the trip. Reservations are taken from 7 a.m. to 3:30 p.m. Monday through Friday.

## Canceling a ride

Customers who need to cancel a scheduled ride should call Transit Link as soon as possible to cancel, **but no later than one hour prior to the scheduled ride.**

## Fares

Fares for Transit Link trips are **\$4.50** per one-way trip during peak hours (6 to 9 a.m. and 3 to 6:30 p.m.) and **\$3.50** per one-way trip from 9 a.m. to 3p.m. Trips longer than 15 miles will be subject to a 75-cent surcharge.

Passengers may pay fares with a Go-To Card with stored value or by paying cash. Drivers are not allowed to make change for cash-paying customers. Go-To Cards can be purchased online. Visit [metrotransit.org/go-to-card](http://metrotransit.org/go-to-card) for information.

## Pickups

Transit Link drivers will arrive within 30 minutes of the scheduled pickup time. For example, if the scheduled pickup time is 1 p.m., the vehicle will arrive between 1 p.m. and 1:30 p.m., and will be considered "on time" within that timeframe. Passengers are allowed three minutes to board the bus once it arrives.

## Special Circumstances

All Transit Link vehicles are equipped with lifts. Customers needing assistance with a mobility device or any other type of specialized assistance must bring a personal care attendant. When scheduling a ride customers should let the reservationist know that a care attendant will also be riding.

Program information changes periodically. Refer to the Transit Link web site at [www.transitlinktc.org](http://www.transitlinktc.org) for the most recent updates.

