

# South Hennepin Transportation Directory

Compiled by Hennepin South Services Collaborative's  
Self-Sufficiency Coordination Team

May 2008



HENNEPIN SOUTH  
SERVICES COLLABORATIVE

BENEFITING THE COMMUNITIES OF BLOOMINGTON\*EDEN PRAIRIE\*RICHFIELD

9801 Penn Ave. S., Bloomington, MN 55431

Tel: 952-922-5999 Fax: 952-922-3081

[www.hsscmn.org](http://www.hsscmn.org)

Hennepin South Services Collaborative (HSSC) is a human services organization that serves Southern Hennepin County. HSSC brings together the cities, schools, health and human service providers, businesses, families, and informal community supports in Southern Hennepin County to work in partnership to improve outcomes for children and families. The organization has two functions: 1) to provide regional research, planning, and coordination (RPC) and 2) to administer the family services collaborative (FSC). HSSC is created through a joint powers agreement signed by the three cities and the three school districts of Bloomington, Eden Prairie, and Richfield, and by Bloomington Public Health, Community Action Partnership of Suburban Hennepin (CAPSH), and Hennepin County. Representatives from these nine members form HSSC's Board of Directors.

HSSC's mission is to provide research and planning to identify emerging needs and gaps in human services for residents of South Hennepin County and to coordinate existing services and develop potential resources to facilitate solutions.

HSSC utilizes Coordination Teams to address the priorities identified by HSSC's biannual strategic planning process or other critical issues that might arise in the South Hennepin area. Coordination Teams are comprised of diverse, regionally representative community members and service providers who participate in creative action planning to address needs and gaps in human services. The Self-Sufficiency Coordination Team was formed to facilitate solutions to support people participating in the MFIP program, unemployed individuals, and those working and remaining in poverty to move toward self-sufficiency.

This guide was developed for human service professionals serving the Southern Hennepin County area to assist them in helping their clients access affordable and effective transportation. It is meant to contain transportation resources accessible to low income individuals and families, immigrants and refugees, and/or seniors.

Neither HSSC nor the Self-Sufficiency Coordination Team endorse any of the services contained in this information booklet. Although the team made every effort to ensure the accuracy of this information, we know that omissions or errors may occur. If you know of additional resources or corrections for future publications please contact::

Clare MacDonald-Sexton  
Hennepin South Services Collaborative  
9801 Penn Ave. S., Bloomington, MN 55431  
952-922-5999, ex. 20  
[clare.macdonald-sexton@hsscmn.org](mailto:clare.macdonald-sexton@hsscmn.org)

The Self-Sufficiency Coordination Team is grateful for the contributions to this directory from the Senior Community Services' "2006-2007 Specialized Transportation Service Directory for Senior & Disabled Citizens In the Metro Area."

# Table of Contents

---

## Southern Hennepin County

City Of Bloomington Bus Service ..... 4  
Edina Dial-A-Ride Transportation..... 5  
Lutheran Church of the Good Shepherd ..... 6  
Metro Mobility – Transit Team West Area ..... 7-8  
Eden Prairie SouthWest Transit ..... 9-10  
VEAP (Volunteers Enlisted to Assist People) ..... 11

## Hennepin County Wide

MAP (Minnesota AIDS Project) ..... 12  
Metro Transit..... 13  
Medical Transportation ..... 14

# Southern Hennepin County Transportation

**Program:** City of Bloomington Bus Service

**Phone Number:** 952-563-4948 or 952-563-4957 V/TTY

**Address:** Creekside Community Center, 9801 Penn Ave. S., Bloomington, MN 55431

**Service Area:** Human Services operates a transportation service for transportation within Bloomington city limits only. Primary service is to and from Creekside Community Center. Other personal trips such as medical appointments, grocery shopping, employment, etc. may be scheduled based on availability.

**Services/Transportation Service Description:** Group route, door to door service. Wheelchair lift-equipped. Connects with BE LINE and Metro Transit. Personal trips such as medical appointments, grocery shopping, employment, etc. may be scheduled based on availability.

**Days/Hours:** Trips are available Monday through Friday, 8:15 a.m. - 3:30 p.m.

**Eligibility/Population Served:** Older adults and people with disabilities. Others based on space availability.

**Scheduling:** Call one day (by noon) to one week in advance of trip. Reservations accepted from older adults and people with disabilities first. Other riders may call one day before trip (by noon) to schedule a trip based on space availability.

**Cost/Payment Options:**

**Adults:** \$3.00 each way (2008 rate)

**Youth (6-17):** \$1.50 each way

**Youth summer:** \$1 each way

**Children 5 and under:** Free

**Free and reduced rates may be available if qualified.**

**Website:** [www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us)

**Note:** Transportation will not be provided for the purpose of getting to or from school by K-12 students to attend public or private school and/or school related activities.

## **Program: Edina Dial-A-Ride Transportation**

**Phone Number:** 952-474-5398, Fax: 952-471-9002

**Address:** c/o 4140 Shoreline Drive, Spring Park, MN 55384

**Service Area:** Edina City boundaries

**Services/Transportation Service Description:** Edina Dial-A-Ride is a door to door service utilizing one lift-equipped small bus to transport people, on a first come first served basis, within the Edina City boundaries. Any purpose is allowed, i.e. dining, shopping, banking, medical appointments, hair appointments, etc.

**Days/Hours:** Monday through Friday, 9:00 a.m. – 3:00 p.m.

**Eligibility/Population Served:** Anyone living within Edina City boundaries (children under 10 must be accompanied by an adult).

**Scheduling:** 24 hour advance notice is required.

**Cost/Payment Options:** \$3 per one-way ride.

**Website:** [www.metrotransit.org/otherTransOpts/dialARide.asp](http://www.metrotransit.org/otherTransOpts/dialARide.asp)

**Program: Lutheran Church of the Good Shepherd**

**Phone Number:** 612-927-8849, Fax: 612-926-2659

**Address:** 4801 France Ave S, Minneapolis, MN 55410

**Service Area:** South of Lake Street, West of 35W, North of 494, and East of Highway 100. Pick ups and destinations are both only within this service area. (Exception: will go to Methodist Hospital.)

**Services/Transportation Service Description:** Medical, grocery. Rides are provided by volunteer drivers using own cars. Riders must be ambulatory, no wheelchairs. Drivers do not provide assistance.

**Days/Hours:** Monday through Friday; 9:00 a.m. - 4:00 p.m.

**Eligibility/Population Served:** 65+ and on an as needed basis.

**Scheduling:** 612-927-8849 mornings, at least two days in advance.

**Cost/Payment Options:** No charge; however donations are accepted.

**Website:** [www.goodshepherdmpls.org](http://www.goodshepherdmpls.org)

## **Program: Metro Mobility – Transit Team West Area**

**Phone Number:** 651-602-1120, TTY: 612-332-5081

**Address:** Metro Mobility's office is at 390 N. Robert Street, St. Paul, MN 55101

**Service Area:** Serves Minneapolis and surrounding communities

**Services/Transportation Service Description:** Metro Mobility, a program of the Metropolitan Council, oversees all ADA Paratransit Service in the Twin Cities. ADA paratransit service is public transportation for certified riders who are unable to use the regular fixed-route bus due to a disability or health condition. Rides are provided for any purpose. Whether a rider is traveling to a doctor's appointment, going shopping, or meeting friends for dinner, all trips are treated equally.

Rides are shared by multiple passengers, with routes and schedules designed to transport multiple passengers at one time to multiple destinations. The rides are "first-door-through-first-door" transportation. Drivers will ensure that riders get safely from the first door at their pickup to the first door at their destination. **Riders who need additional assistance when they reach their destination may bring a personal care attendant with them at no charge.**

### **Days/Hours:**

<b>Community</b>	<b>Weekdays</b>	<b>Saturdays</b>	<b>Sundays &amp; holidays</b>
Bloomington	24 hr service	24 hr service	24 hr service
Eden prairie	5:00 a.m. - 01:15 a.m.	5:00 a.m. - 01:15 a.m.	6:00 a.m. - 10:45 p.m.
Edina	4:15 a.m. - 2:15 a.m.	4:15 a.m. - 2:15 a.m.	4:15 a.m. - 2:00 a.m.
Richfield	24 hr service	24 hr service	24 hr service

### **Eligibility/Population Served:**

Eligibility is determined using federal guidelines established by the Americans with Disabilities Act (ADA). A person may be eligible for ADA Paratransit Service if any of the following conditions apply:

- They are physically unable to get to the regular fixed-route bus (OR)
- They are unable to navigate regular fixed-route 'bus system' once they are on board (OR)
- They are unable to board and exit the bus at some locations.

### **Applying for service:**

A completed ADA Paratransit Application Form is needed to determine eligibility for service. The form consists of two parts:

- an application form designed to assess a person's ability to use the regular fixed route bus service, and
- a professional verification form completed by a health care provider.

Both forms must be completed and submitted together to process the application. **Download the two-part Application Form from Forms page** at website, or call Customer Services, 651-602-1111 to have a form sent to you.

**Scheduling:**

For a ride on Monday, call no sooner than the previous Thursday.  
For a ride on Tuesday, call no sooner than the previous Friday.  
For a ride on Wednesday, call no sooner than the previous Saturday.  
For a ride on Thursday, call no sooner than the previous Sunday.  
For a ride on Friday, call no sooner than the previous Monday.  
For a ride on Saturday, call no sooner than the previous Tuesday.  
For a ride on Sunday, call no sooner than the previous Wednesday

**Cost/Payment Options:** Riders are required to pay a fare for each one-way ride. Riders must have their fares ready when boarding a vehicle or the driver may refuse to provide a ride. The driver will collect the correct fare, which can be paid with cash, commuter tickets, or free-ride coupons. **Drivers do not make change**, so it is important to have the correct fare. The fare is determined by the pickup time.

**Off-peak fares:**

The Metro Mobility off-peak fare is \$2.50 per one-way trip and is in effect Monday through Friday:

- after 9:00 a.m. and before 3:00 p.m.
- after 6:30 p.m. and before 6:00 a.m.
- all day Saturday and Sunday
- The following holidays:
  - New Year's Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Thanksgiving Day
  - Christmas Day

**Peak fares:**

The peak-hour fare is \$3.50 per one-way trip and is in effect Monday through Friday (except holidays) between:

- 6:00 a.m. and 9:00 a.m., or
- 3:00 p.m. and 6:30 p.m.

Both the scheduled and actual pickup times must fall within peak hours for the peak fare to apply.

**Website:** [www.metrocouncil.org/transportation](http://www.metrocouncil.org/transportation)

## **Program: Eden Prairie SouthWest Transit**

**Phone Number:** 952-949-2287, Fax: 952-974-7997

**Address:** SouthWest Transit Station, 13500 Technology Drive, Eden Prairie, MN 55344

**Service Area:** Downtown Minneapolis, Eden Prairie, Preserve Village Park & Ride, Shady Oak Park & Ride, SouthWest Station in Eden Prairie, University of Minnesota, Uptown Station

**Services/Transportation Service Description:** Public bus transportation. Passengers should arrive 5 minutes before scheduled departure. Bring the correct fare, drivers do not make change. Drivers announce stops.

### **Days/Hours:**

#### **Eden Prairie Express:**

Routes 680, 681, 681A, 681B, 685, 685A, 690, 690A, 690B, 690C, 691, 694A, 698, 699A

#### **Area Served:**

Downtown Minneapolis, Eden Prairie, Preserve Village Park & Ride, Shady Oak Park & Ride, SouthWest Station in Eden Prairie, University of Minnesota, Uptown Station

#### **Chaska, Chanhassen & Victoria Express:**

Routes 681B, 690A, 690B, 690C, 691, 692, 694, 694A, 695, 698, 699, 699A

#### **Area Served:**

Audubon & Stoughton, Chanhassen, Clover Field Park & Ride, Downtown Minneapolis, Lyman & Peavey, Market Park & Ride, Shady Oak Park & Ride, SouthWest Station in Eden Prairie, Target Park & Ride, U. of MN, Victoria Park & Ride, Walnut Park & Ride

#### **Southdale:**

Route 631

#### **Area Served:**

Fairview Southdale Hospital, Southdale Center, Market Park & Ride, Shady Oak Park & Ride, SouthWest Station in Eden Prairie

#### **Local Services in Chaska, Chanhassen, and Eden Prairie:**

Route 636

#### **Area Served:**

Century Blvd., & Corp. Place, Dell Road, Market Park & Ride, SouthWest Station, Target Park & Ride, Valley View & Eden Prairie Road, Valley View & Mitchell Road

**Eligibility/Population Served:** Anyone

**Scheduling:** Schedules vary by route.

**Cost/Payment Options:**

**Routes 680-699**

\$2.00 one way (non-rush hour) ages 13 to 64

\$0.50 one way (non-rush hour) ages 6 to 12 and 65+

\$2.75 one way (**rush hour**) ages 6 to 65+

**Routes 603, 631, & 636**

\$1.50 one way (non-rush hour) ages 13 to 64

\$0.50 one way (non-rush hour) ages 6 to 12 and 65+

\$2.00 one way (**rush hour**) ages 6 to 65+

Children ages 0 to 5 ride free with one paid fare

**Rush Hours: Monday through Friday 6:00 - 9:00 a.m.**

**Monday through Friday 3:00 - 6:30 p.m.**

**Eden Prairie Shopping Bus:**

Route 632: Tuesdays Mornings

**Area Served:** Eden Prairie, Eden Prairie Cub Foods, Eden Prairie Library, Eden Prairie Wal-Mart, Valley View & Mitchell Road; Sterling Ponds; Edendale, The Colony

**Services:** Volunteers are on-board to assist with packages.

**Cost/Payment Options:** \$1.00 each way

**Website:** [www.swtransit.org](http://www.swtransit.org)

**Program: VEAP (Volunteers Enlisted To Assist People)**

**Phone Number:** 952-888-9616

**Address:** 9728 Irving Avenue South, Bloomington, MN 55431

**Service Area:** Bloomington, Richfield, Edina, Minneapolis (S of 50<sup>th</sup> & W of Cedar Ave); transportation within metro area as far as downtown Minneapolis, the U of M Hospital, and Methodist Hospital.

**Services/Transportation Service Description:** Medical, grocery, ongoing personal errands (i.e., prescription, visit family in a care facility), social support services. No lift-equipped vehicles (MUST be ambulatory). Volunteers drive VEAP van or volunteer may drive own personal vehicle. Curb to curb service. Door to door not available with all drivers. *All rides dependant on volunteer availability.*

**Days/Hours:** Monday through Friday, 8:00 a.m. – 4:00 p.m.  
Evenings and Weekends (*Subject to driver availability*)

**Eligibility/Population Served:** Low-income seniors and disabled individuals who have minimal or no transportation resources available. Must apply to participate. Application taken over the phone.

**Scheduling:** 5 to 7 days in advance

**Cost/Payment Options:** Donation

**Website:** [www.veapvolunteers.org](http://www.veapvolunteers.org)

# Hennepin County Wide Transportation

**Program:** MAP (Minnesota AIDS Project)

**Phone Number:** 612-373-2430

**Address:** 1400 Park Avenue, Minneapolis, MN 55404

**Service Area:** Twin cities metro area including Hennepin, Anoka, Ramsey, Dakota, Scott, Carver, and Washington counties. Mileage reimbursement is available for clients living in Chisago, Isanti, Sherburne, and Wright counties. Two counties located in Wisconsin, Polk and St. Croix counties, also provide mileage reimbursement.

**Services/Transportation Service Description:** Door to door rides to medical, mental health and social service appointments, support groups, grocery stores, food shelves, and pharmacy pick-ups. Do not have to be ambulatory (wheel chairs & walkers okay). Confidential services; unmarked vehicles.

**Days/Hours:** Monday through Thursday, 7:30 a.m. – 8:30 p.m.  
Friday, 7:30 a.m. – 5:30 p.m.  
No holidays

**Eligibility/Population Served:** Individuals who are HIV positive and/or living with AIDS within income requirements.

**Scheduling:** Rides must be arranged at least 48 hours (2 working days) in advance. If you know about an appointment earlier, call to schedule (except holidays).

**Cost/Payment Options:** None

**Website:** [www.mnaidsproject.org](http://www.mnaidsproject.org)

## **Program: Metro Transit**

**Phone Number:** 612-373-3333

**Address:** 570 6<sup>th</sup> Ave North, Minneapolis, MN 55411

**Service Area:** Twin Cities Metro Area

### **Services/Transportation Service Description:**

Metro Transit operates the **Hiawatha light-rail line and 118 bus routes** – 63 are local-service routes, 46 are express routes, and 9 contract service routes – using a fleet of 821 buses.

**GUARANTEED RIDE PROGRAM:** This is a program for commuters who ride the bus, train, carpool, vanpool, or walk to work three days a week. With the Guaranteed Ride Home program, you won't have to worry about being stuck at work without a ride home when an emergency happens or you unexpectedly have to work later hours.

**Busses:** Every bus has a wheelchair lift, and drivers are trained to help customers use the lift and secure their wheelchairs safely.

**Light Rail:** Hiawatha Line trains offer step-free boarding, and are equipped with designated sections for customers using wheelchairs.

### **Days/Hours:**

See Routes, Visit the Website, or Call for Availability

**Eligibility/Population Served:** Anyone

**Scheduling:** N/A

### **Cost/Payment Options:**

		Non-Rush	Rush
<b>Adults (Ages 13 to 64)</b>	Local Fare	<b>\$1.50</b>	<b>\$2.00</b>
	Express Fare	<b>\$2.00</b>	<b>\$2.75</b>
<b>Seniors (65+), Youth (6 to 12) &amp; Medicare card holders</b>	Local Fare	<b>\$0.50</b>	<b>\$2.00</b>
	Express Fare	<b>\$0.50</b>	<b>\$2.75</b>
<b>Persons with disabilities</b>	Any Trip	<b>\$0.50</b>	<b>\$0.50</b>

***Rush hours: Monday through Friday, 6:00 - 9:00 a.m. & 3:00 - 6:30 p.m.***

Local fare is charged on light rail.

**Website:** [www.metrotransit.org](http://www.metrotransit.org)

# Medical Transportation

## Insurance Coverage for Medical Transportation

Health insurance companies may cover medical transportation. Call the insurance customer service office with the insurance identification number to determine if transportation will be covered. The insurance company may make decisions on a case-by-case basis.

### ACCESS SERVICES:

#### MEDICAL ASSISTANCE (MA), GENERAL ASSISTANCE MEDICAL CARE (GAMC), AND MINNESOTACARE

#### **Fee for Service – Not part of a Managed Care plan**

County agencies and MinnesotaCare Operations provide access transportation services to MHCP enrollees not covered by a Managed Care Organization (MCO or HMO). Enrollees must use the most cost-effective available means of transportation. For enrollees who reside in the eleven-county metro area, access transportation services are provided through a transportation coordinator – the Minnesota Non-Emergency Transportation (MNET) program.

Contact MNET at **1-866-467-1724** for information or service access/authorization.

#### **Managed Care Organization – MCO**

MHCP participants, who are enrolled in a health plan and have no other form of transportation, can receive transportation services through their Managed Care plan. Participants must make arrangements for services through their MCO.

MCO transportation contact numbers:

Medica Choice Care	<b>952-992-2292</b>
Metropolitan Health Plan	<b>612-337-7433</b>
UCare Minnesota	<b>612-676-6830</b>
HealthPartners	<b>952-883-7400</b>

### MILEAGE AND FARE REIMBURSEMENTS

Fee for Service and MCO enrollees can request reimbursement for mileage and other qualifying transportation expenses. The transportation must be to an MA/GAMC medical service provider and the service must be an MA/GAMC paid service. The person must also be active on MA or GAMC to be eligible for reimbursement. Use the contact numbers listed above for detailed information.

If a client is on a spend down, medical transportation expenses are not reimbursed but may be used to meet the next month's spenddown obligation.