Welcome

Plymouth Metrolink is a community-oriented public transit service offered by the City of Plymouth that provides high-quality, safe and cost-effective transit services focused on customer satisfaction.

Four reverse commute routes provide service from downtown Minneapolis to Plymouth with return service. Express service to downtown Minneapolis or the University of Minnesota with return service to Plymouth is provided through eight routes - see the Express and Shuttle Routes brochure for information.

Please contact customer service at 763-509-5535 with any questions and thank you for choosing Plymouth Metrolink.

Riding Plymouth Metrolink

Determine which route serves your neighborhood by referring to the route map at right and timepoint schedule on the reverse side. Note that your location may be between timepoints listed on the schedule.

Morning trips from Downtown to Plymouth

Board outbound express buses at any A bus stop along Marquette Avenue between Washington Avenue and 11th Street and at designated bus stops along 11th Street between Marquette Avenue and Hawthorne Avenue. You may exit the bus at any safe intersection along the route (buses do not pick up or drop off riders during the non-stop portion of routes).

Afternoon trips from Plymouth to Downtown

You may board the bus at any safe intersection along the route (buses do not pick up or drop off riders during the non-stop portion of routes). Once downtown, exit at any designated stop along 12th Street and Washington Avenue.

Riding tips

Arive at your stop a few minutes early. Buses may arrive or depart before or after the times listed on the timetable. Departure times can vary widely due to traffic and weather conditions. When arriving early at a drop-off location, the bus driver is not required to wait until the listed time for that location before leaving.

Check the sign above the windshield for the route number and letter before boarding. If unsure, ask the driver before boarding the bus.

About one block from your stop, pull the cord above the window to signal the driver.

Free bike racks are available on all buses and trains in the region. Look for instructions on the rack, or watch the video instructions at metrotransit.org/bike.

Paying your fare

• On eastbound express buses from Plymouth, pay your fare as you exit the bus.

• On westbound express buses from downtown, pay your fare as you board the bus.

• Cash: Put bills, coins or tokens in the farebox. Change is not available. Ask your driver for a transfer if you need to transfer to a different bus or light rail (transfers not available for Northstar light rail).

• Go-To Card: Touch your card to the reader. A transfer is embedded.

• SuperSaver 31-Day Pass: Insert in the reader. A transfer is embedded. SuperSaver passes are not valid on Northstar light rail.

• Stored Value Card: Insert in the reader. A bus-only transfer is embedded. To transfer to light rail, ask for a light rail transfer (transfers not available for Northstar light rail).

Transfers between buses and the downtown light rail are accepted.

Contact Metro Transit for fare card information, Rideshare, bicycling program, employer programs, and bus and rail transit in the region: 612-373-3333 (TTY 612-341-0140), metrotransit.org
Commitment to fairness

The City of Plymouth / Plymouth Metrolink pledges that you will have access to all services and benefits without regard to race, color, national origin, sex, age, disability or socio-economic status. The City of Plymouth / Plymouth Metrolink will not tolerate discrimination by its employees or entities with which it contracts for products and services. The City of Plymouth / Plymouth Metrolink prohibits all discriminatory practices that may result in an individual:

- Being denied any service, financial aid or benefit provided under a program to which he or she may be otherwise entitled.
- Being held to different standards or requirements for participation.
- Experiencing segregation or separate treatment in any part of a program.
- Being subject to distinctions in quality, quantity or manner in which a benefit is provided.
- Experiencing discrimination in any activities conducted in a City of Plymouth / Plymouth Metrolink facility built in whole or part with Federal funds.

Plymouth will avoid or reduce harmful human health and environmental effects on minority and low income populations and ensure full and fair participation by all communities, including low income and minority populations in the transportation decision-making process.

These rights are guaranteed to you under Title VI of the Civil Rights Act of 1964 (42 U.S.C Sec2000d), and the Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (E.O. 12898, 1994).

If you believe that you have been discriminated against in relationship to the City of Plymouth / Plymouth Metrolink, or that any decision taken as part of your race, color, national origin, sex, age, disability or socio-economic status, you may file a written complaint with the City of Plymouth at: City Clerk, City of Plymouth, 3400 Plymouth Boulevard, Plymouth, MN 55447. Or contact Plymouth City Clerk at 763-509-5000 (TTY: 763-509-5065), plymouthclerk@plymouthmn.gov or the Metropolitan Council Director of Equal Opportunity at 651-402-1000, datacenter@metro.mn.us.

Holiday Service

Service operates Monday-Friday except on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Service on days before and after holidays may be limited.

Dial-A-Ride

Dial-A-Ride is a shared, curb-to-curb transit service for Plymouth residents and their guests. Travel is not always direct to the passenger’s destination. A minibus will take passengers anywhere in Plymouth, as well as to Ridgedale, Colonial Square in Wayzata, Golden Valley Center and New Hope HlyVee. All Dial-A-Ride buses are equipped for wheelchairs and bicycles.

Dial-A-Ride Hours

Monday-Friday, 6 a.m. to 6 p.m.

Dial-A-Ride Fares

One way: $3 (cash only)

(10-ride punch cards are available at Plymouth City Hall or from the driver.)

Dial-A-Ride Reservations

Call 763-559-5057, 8 a.m. to 5 p.m., to request or cancel a ride. Be prepared to give the reservationist your name, phone number, location of pickup, time of reservation, exact time of any appointment, number of people travelling with you, destination address and the return trip information if any.

Plymouth Metrolink Dial-A-Ride fares, schedules, routes and other transit issues are determined by the Plymouth City Council. Go to plymouthmn.gov for meeting information.

Plymouth Metrolink operating costs are funded in part through the Metropolitan Council, the federal and state governments, and the City of Plymouth. Plymouth Metrolink is operated by First Transit.

Guaranteed Ride Home

In case of schedule disruptions such as leaving work early or a family emergency, Guaranteed Ride Home is available to all Plymouth Metrolink riders. The free program offers reimbursements for an emergency taxi, car-share, rental car or transit trip. To qualify, commuters must use alternative transportation to work or school at least three times per week.

For complete details and to receive Guaranteed Ride Home coupons, visit metrotransit.org/guaranteed-ride-home or call Metro Commuter Services at 612-373-3333.

Rules for the comfort and safety of all transit customers

- No eating, smoking, alcohol or littering on public transit.
- Beverages in covered containers are allowed on Metrolink buses.
- Anything that interferes with safe operation of the vehicle is prohibited.
- If you must speak on the phone, please keep the call short and your voice low to avoid disturbing fellow passengers.
- Those who try to ride without paying a fare may be charged with a misdemeanor and fined $180.