



# MY RIDE Grocery Pick-Up Food Shelf Rides and Pick-up

*Effective Friday March 27, 2020*

## Grocery Pick-up

The COVID-19 pandemic has impacted many aspects of our lives. The Maple Grove Transit “**MY RIDE**” service is now available to pick up your groceries at Maple Grove stores that offer pick-up service.

MY RIDE customers can now order groceries and household essentials online from a Maple Grove store that has online shopping and local pick up. MY RIDE will pick your order up and deliver to your house. Here are the details:

- A Fare will not be collected for this service.
- Book same day or in advance just like you book a ride for yourself by calling 763-493-2200.
- Do Not Book These Trips Using the Ecolane App.
- Receive your delivery within 60 minutes of the scheduled pickup time.
- Tell the store MY RIDE is picking up and provide the reservationist your order number, if provided, as proof of purchase.
- Four-bag limit remains in effect.
- Pickups must be scheduled at a commercial location within the City of Maple Grove
- Drivers will verify your photo ID at drop-off.

## Expanded Service Area to CROSS and CEAP

The “**MY RIDE**” service area has also been expanded to include CROSS in Rogers and CEAP in Brooklyn Center. You can use the MY RIDE to travel to these locations or pick-up your food shelf groceries. Below is their contact information:

- **CROSS, 12915 Weinand Circle, Rogers, MN 55374**
  - ✓ 763-425-1050
  - ✓ <https://crossservices.org/contact/>
- **CEAP, Northwest Family Service Center, 7051 Brooklyn Blvd., Brooklyn Center, MN 55429**
  - ✓ 763-566-9600
  - ✓ <https://www.ceap.org/about/locations/>

## Frequently Asked Questions

- **What if I am not given an order number?**
  - Instacart, a third-party service used by several large retail chains in the Twin Cities, does not generate order numbers. Typically, food shelves also do not provide order numbers. We will only require the order number if you have received one. If you do not get an order number, it is essential that you

confirm with Transit Link that the customer name we have on file is correct and that the order was placed in the customer's name.

- **Will you deliver from food shelves?**
  - Yes, to CROSS and CEAP. See above for flexibility regarding the order number requirements. The four-bag limit does still apply.
- **Will you pick up from pet stores?**
  - No
- **Are you able to pick up my prescription?**
  - Unfortunately, we are unable to pick up prescriptions. Most pharmacies offer the option to have your prescriptions mailed directly to your home. Check your pharmacies web page or call them directly for instructions.
- **How do I pay for my packages?**
  - MY RIDE is not charging a fare for the delivery of your packages, so you don't have to pay us. You do need to pay the store with a credit or debit card prior to arranging a pickup.
- **My items are not all ready at the same time. What do I do?**
  - You can arrange for multiple MY RIDE pickups. We are aware that some stores, for example Wal-Mart, offer partial orders as goods become available. MY RIDE is happy to make multiple deliveries for one order.
- **My store requires a call upon arrival to pick up the package. Can you accommodate that?**
  - Yes. We are aware that some stores, require a call upon arrival at the store. In these cases, drivers will contact dispatch when they arrive at these locations in order to fulfill the order.

## Stay Safe

Maple Grove Transit is closely monitoring the COVID-19 pandemic. The health and safety of our riders and staff is our utmost concern. Buses and facilities are cleaned on a regular basis. We encourage riders to follow the information and guidelines recommended by the [Minnesota Department of Health's](#) on this COVID-19 crisis.

Please check our [Rider Alerts](#) page at [www.maplegrovetransit.org](http://www.maplegrovetransit.org) on a regular basis for updates on this matter. Also, you can sign-up to receive these alerts via email.

Maple Grove Transit has implemented some changes to the MY RIDE service due to current COVID-19 situation:

- The MY RIDE service will now only allow single trips to be booked per bus. Meaning the ride reservation system will not group together unrelated trips. This will allow us to limit the number of riders on a bus.
- Group trips will be suspended until further notice.

All buses have cleaning supplies and drivers are cleaning buses on a regular basis, but you can help as well by:

- Regularly washing your hands frequently with soap and water.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Clean and disinfect frequently touched objects and surfaces.
- **Most importantly, if you are sick....do not use public transit!!!**

If you have any questions, please contact the Transit Administrator at: [transit@maplegrovern.gov](mailto:transit@maplegrovern.gov) or 763-494-6005.