# How to Ride matbus (701) 232-7500

7-1-1 Relay (TDD only)

## Route Maps/Schedules

Route maps/schedules are available on all buses and many locations. In Fargo, stop by the GTC, West Acres Transit Hub, and the NDSU Memorial Union. In Moorhead, stop by the transit display located in the Moorhead Center Mall. You can also find individual route maps and schedules, as well as our system map at **www.matbus.com**.

Looking at the schedule, find the closest route to where you wish to start. Next, find the route closest to where you want to finish. If it will take more than one route to reach your destination, then you will need to transfer between routes.

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Refer to the timetables for your route(s). Major locations are printed on the top. Reading from left to right, find the point closest to you. Follow the column down to learn what time the bus will be at that location. This will help you estimate when the bus should arrive at your corner. Continue to read across to find out what time the bus will arrive at your destination. The schedule gives current information on hours and days of service. You can also use <u>www.matbus.com</u> to plan your trip by using the trip planner. Simply put your desired pick-up location and desired drop-off destination, and the trip planner uses Google Transit to plan your trip for you.

If you need any further assistance understanding our maps & schedules, please ask the GTC dispatchers for help, or call **701-232-7500**.

## Riding the Bus

Buses will stop on corners along a bus route. A bus cannot stop in a right turn lane unless the bus will make a right turn. Some Moorhead routes have designated stops (some with shelters) which are marked on the route map. If you need assistance in finding a bus stop, call MATBUS at **(701) 232-7500**.

Please be at your bus stop five minutes early. Make sure the bus driver can see you, and wave to let the driver know that you want to ride.

Remember to stand back from the curb until the bus comes to a complete stop.

### Identify Your bus

At the GTC, the parking stanchions for buses have signs that match the route color and route number. Also, destination signs are located along the front of the bus and on the side by the front door displaying the route number. Several routes use the same street; please check the destination signs and route number before boarding the bus.

# **Go Green, Ride MATBUS!**



#### Boarding the bus

Be careful when boarding. Most buses "kneel," which means the front of the bus lowers to the curb height to make your first step easier. If you need this assistance, please ask the driver to kneel the bus. Hold on to handrails and remain seated while the bus is moving. Please leave the seats in the front of the bus open for senior citizens or persons with disabilities.

### Arriving At Your Destination

About one block before reaching your destination, pull the cord located by the windows. The bus will stop at the next corner. On your request, the driver will announce specific stops.

Remain seated until the bus comes to a complete stop. Exit the back door when possible. If crossing the street, wait until the bus has driven away. **NEVER CROSS IN FRONT OF THE BUS!** 

# Paying For Your Ride

Fare is required from all passengers, and must be paid as you board the bus. The current cost to ride is located on the MATBUS website, printed schedule, mobile application, and on the front of the farebox.

# MATBUS Policies

For your safety and comfort: Keep arms, legs, packages and other personal items out of the isles, do not stand or sit in the stairwells, no eating, drinking or open containers on the bus, no smoking, no audio equipment without ear phones, no rollerblades or inline skates. Only service animals or caged pets that fit on your lap are allowed, strollers and carts must be foldable and stored out of the aisle.

Individuals using threatening behavior or vulgar language will be asked to leave the bus or GTC.