



MATBUS Rider Basics Instructional Video

The Greenest Way to Go in the F-M Metro!

matbus.com | 701.232.7500

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Introducing MATBUS

Welcome to MATBUS – the greenest way to go in the F-M Metro. MATBUS provides convenient, cost-effective, city transportation in the metro areas of Fargo, Moorhead, West Fargo and Dilworth. Our mission is to be a community partner by providing safe, convenient, environmentally-friendly and reliable transportation for our residents and visitors. MATBUS is a fixed route service, meaning that its buses operate on specific routes using set timetables. MATBUS operates Monday through Friday from 6:15 a.m. to 11:15 p.m., and Saturday from 7:15 a.m. to 11:15 p.m.

All MATBUS vehicles kneel, which means the front of the bus lowers down to make your first step easier. MATBUS vehicles also feature ramps to accommodate mobility needs. If you need the assistance of kneeling or ramp deployment, please ask the driver.

Electronic destination signs on the front and side of the bus indicate the route number and major destinations on that route. Most buses also have a small electronic destination sign in the lower front windshield and the back of the bus with the route number.

Most buses have both a front entrance and a rear exit door. Please board the bus using the front door and exit out the rear when available. If you're in a mobility device, or if you have a bike to retrieve from the bike rack, you should exit out the front door.

At the front of the bus is the farebox, the device you will use to pay your fare.

The area in front of the yellow line is the driver's compartment. Passengers should not cross this line while the bus is in motion.

The Ground Transportation Center (GTC), located at 502 NP Avenue in Fargo, serves as a hub for bus operations. At the GTC, customer service representatives assist passengers in trip planning, selling tickets and passes, coordinating transfers between bus routes, safely dispatching buses departing the GTC and acting as a driver resource. This is also one of the locations where bus riders can transfer between routes. You can reach the GTC at 701.232.7500.

MATBUS offers over 100 passenger waiting shelters along its routes to shield its passengers from the weather conditions. All shelters display a system map of our routes and are placed at high transit usage locations near commercial areas, college campuses, government facilities, medical centers and more.

Passenger Policies

When boarding the bus, please sit quickly. The front area is priority seating and reserved for senior citizens and persons with disabilities. These seats, when unoccupied, may be folded up to accommodate strollers or carts. However, if the area is needed for priority seating, the stroller or cart will be asked to move or folded. The stroller or cart must be held on to at all times and cannot block or narrow the aisle.

When riding the bus, remember that no eating, smoking or open containers are allowed. We also cannot permit threatening behavior, vulgar language, weapons or illegal substances. Trash receptacles are available in the front of each bus and we ask that you help us to keep our vehicles, and bus stops, clean and litter-free.

Please be courteous of your fellow passengers so they can enjoy their ride too. Speak softly, don't use abusive language and watch noise levels when you use your cell phone or other electronic devices.

Passengers who fail to follow the rules or the bus driver's instructions may be asked to leave the bus.

Boarding MATBUS

Safe operation of the MATBUS vehicles is our drivers' main responsibility. The driver may put his or her hand up and stop people from entering until all passengers have exited the vehicle. Passengers using a mobility device will be allowed to enter or exit the vehicle first.

The driver will then secure the passenger's mobility device to the vehicle, using securement straps, or activate the automatic securement system. Mobility devices must be able to fit on board the MATBUS vehicle to be transported safely.

Our vehicles may stop at MATBUS stop signs and shelters along their route. Wave to the driver as the bus approaches so the driver will know you want to board.

Help us keep our buses operating on time by having your fare ready when you enter the bus.

Passengers may bring packages on board MATBUS vehicles as long as they are able to carry them on in one trip, hold them while the vehicle is moving and aisles are kept clear.

Paying Your Fare on MATBUS

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.

Exiting MATBUS Vehicles

Some vehicles may travel more than one route, alternating trips between two routes that share a common transfer hub. This is called interlining. After reaching a transfer hub you may need to confirm that the bus is continuing on the same route. If you are riding on an interlining route and it reaches a transfer hub, you can choose to remain on the vehicle (which will turn into another route) or deboard to transfer onto a different bus or route.

To help our passengers determine when their intended bus stop is approaching, key destinations along the routes are announced through our public address system and on a digital display in the buses. For people with sight impairments or other disabilities, specific intersections can be announced by the driver upon request.

About one block before your destination, pull the cord located near the windows. This will let the driver know you want to exit at the next available bus stop. Passengers in mobility devices should press the bell line located on the bottom of the seat flipped up next to them. After exiting, if you need to cross the road, please wait until the bus has passed.

Staying up-to-date with MATBUS

We offer a number of convenient ways for our passengers to access the most current information.

Visit our website at MATBUS.com, or download our MATBUS app on Google Play or the Apple Store.

Follow MATBUS on social platforms like Facebook, Twitter, YouTube, and the MATBUS AreaVoices blog.

We also offer a MATBUS Rider Alerts service for passengers which sends up-to-date information on detours, public notices, route modifications, new routes, promotions and more, directly to your email inbox. Sign up for Rider Alerts on MATBUS.com today!

Now that you have learned all about MATBUS, get out there and enjoy the ride!