

street, wait until the bus has driven away. **Never cross in front of the bus!** For your convenience, the driver will announce main points along the route. On request, the driver will announce specific stops for riders who are visually impaired or disabled.

MAT Bus Rider Safety

MAT bus is concerned for your safety. Please follow these simple, common sense rules.

- Keep arms, legs, packages and other personal items out of the aisles.
- 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 in-line skates
- No animals except service animals or caged pets that fit on your lap
- Limit yourself to **2** packages
- Strollers must be foldable and stored out of the aisle

You may ask your driver questions while on the bus, however, please refrain from carrying on a conversation with the driver when the bus is in motion.

The use of threatening behavior or vulgar language will result in your being asked to leave the bus or GTC.

Lost & Found

Lost and found items can be recovered at the dispatch window at the GTC. Call (701) 232-7500 first to see if your lost property has been found. These items are held for seven days. **MAT is not responsible for lost items.**

Holidays

MAT does not operate on Sundays and the following holidays: New Years Day, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day, Christmas Eve after 5:15 pm and Christmas Day.

Storm Policy

During bad weather, such as rain or snow storms, buses may run late, be detoured or cancelled. The GTC dispatcher updates a telephone recording to notify people what routes may be affected. Call the MAT Helpline at (701) 232-7500.

Animal Policy

Animals are **not** permitted on board unless caged. Properly leashed service animals (individually trained to provide assistance to an individual with a disability) are permitted.

Bike Racks

MAT buses are equipped with bike racks that carry up to two bicycles. A permit must be obtained before using the bike racks. Permits are issued at the GTC free of charge. For more information or for a brochure call **(701) 232-7500.**

Wheelchair Accessibility

All MAT buses are equipped with wheelchair lifts or ramps. The driver will secure wheelchairs inside with tie-downs before the bus departs. A brochure is available explaining the driver's and passenger's responsibilities related to wheelchairs.

Comments?

MAT welcomes your comments and suggestions. Please fill out a scorecard located in the GTC lobby.

Specialized Transit Services

Metro Senior Ride

Senior Commission offers this door-to-door service for persons **60** and older. Advanced reservations are required to ride. For more information call **(701) 293-1400.**

Clay County Rural Transit Dial-A-Ride

Clay County Rural Transit offers door-to-door Dial-A-Ride service to the general public in Moorhead, Dilworth and rural Clay County with accessible vehicles. Senior citizens receive a discounted fare. For more information call **(218) 299-7208.**

MAT Paratransit

This door-to-door service is provided for persons who, because of disabilities, are unable to use the MAT fixed-route service without assistance.

This service is available to residents and visitors within the city limits of Fargo, West Fargo, Moorhead, and Dilworth. Advanced reservations are required. To determine eligibility for this service, an application with medical verification must be submitted. **For more information on MAT Paratransit please call (701) 235-4464.**

A text telephone (TDD) relay service is available to communicate with the hearing impaired by calling 7-1-1.

This brochure and others are available in large print or on audio cassette.

Thank you for riding MAT!
Fargo-Moorhead Metro Area Transit
502 NP Avenue, Fargo, ND 58102

MAT Helpline — (701) 232-7500
www.matbus.com



How to Ride the MAT Bus System



Welcome

Metro Area Transit (MAT) is the public bus system serving Fargo, Moorhead and West Fargo. MAT is operated by the Cities of Fargo and Moorhead, who work together to ensure comprehensive service between the cities. We welcome you as a rider.

Ground Transportation Center

The GTC is located at 502 N.P. Avenue in Fargo. Hours are 6 am to 10:15 pm Monday thru Friday, and 7 am to 10:15 pm on Saturday. Customer service representatives are available to assist you in finding a route or routes that will get you where you need to go. For information, call the MAT Helpline at **(701) 232-7500** or go online at www.mat-bus.com and request a trip plan.

Please do not call at :15 or :45; these are the times when the buses are released from the GTC.

Route Maps/Schedules

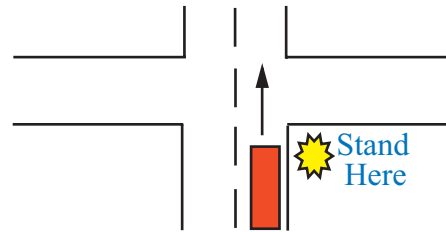
Route maps/schedules are available on all MAT buses and many locations. In Fargo, stop by the GTC, West Acres Transit Hub, and the NDSU Memorial Union. In Moorhead, stop by the transit display located in the Moorhead Center Mall. Visit our website at www.matbus.com.

The maps/schedules show the Fargo/West Fargo system on one side and the Moorhead system on the other. 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 they are different routes, you will need to transfer (transfers are explained further in this brochure).



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.

Waiting For The Bus



MAT 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 MAT 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 MAT Bus

At the GTC, the parking areas 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.

Boarding Your MAT Bus

Be careful when boarding. Most MAT 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. Take a seat and remain seated while the bus is moving. Please leave the seats in the front of the bus for senior citizens or persons with disabilities.

Paying For Your Ride

Every time you board a MAT bus you must pay a fare by placing the correct amount in the farebox, or presenting the driver with a pass, transfer ticket, or token.

■ **Cash Fare.** Riders must have EXACT change — drivers do not carry money.

■ **Tokens, 30-Day Passes, 10-Ride Cards.** Tokens, 30-Day Passes and 10-Ride Cards can be purchased at the GTC.

Passes are a convenient and money saving way to ride the MAT bus. Thirty-day passes are good for unlimited rides on the entire MAT system.

■ **Discounted fares.** A reduced fare is available for senior citizens **62** and older, students (grade K-12), and persons with disabilities who have a Special User Card or Medicare card. Children in Preschool and younger ride free with an adult.

■ **U-Pass.** NDSU, MSUM, Concordia and MSCTC have “U-Pass” programs which provide unlimited free use of the Metropolitan Area Transit (MAT) system. The free rides are good on all routes at all times. MSUM and Concordia students, faculty, and staff enjoy U-Pass benefits. The NDSU and MSCTC U-Pass program applies only to students. Students can be full time or part time. U-Pass riders do not need a special pass, only a current NDSU, MSUM, MSCTC, or Concordia ID card. Use a current, valid college ID when boarding.

Transfers

To reach your destination you may need to transfer between buses. Transfers are free between all MAT buses. If you need to transfer to another route, notify your driver when you board your first bus. They will give you a transfer slip valid on the next bus at approved transfer points (marked with a T on the maps and schedules).

If you have a 30-Day Pass or College I.D., you do not need a transfer slip. However, do tell the driver what bus you will be transferring to.

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. Remain seated until the bus comes to a complete stop. Exit the nearest door. If crossing the