

## HOW TO SCHEDULE A RIDE NOW

- 1 Download the Transloc Microtransit App.



- 2 Allow the app to access your smartphone's location services.

- 3 Create an account.
  - Choose Settings, Login and then Create Account if needed.

### PLEASE NOTE:

- Disregard the university account login prompt and instead create a Transloc account by pressing the Create Account button.
- Account usernames should not be email addresses or contain symbols and should include only lowercase letters and numbers. For a unique account username that will be accepted promptly, try this format: first initial + full last name + zip code, i.e. jsmith72201. Passwords should be at least eight characters.
- Account setup requires two-step verification via a user's email address. For easy account setup, be sure to use an email address that can be accessed through your smartphone. You cannot book a ride until you have verified your account by clicking the link provided to your associated email address and entering the password you created as part of your account setup.
- Once you have verified your account, exit out of your phone's app center and open up the Transloc Microtransit App from your main phone menu to refresh the app and see the METRO Connect zone maps.

- 4 Click Ridesharing Services and select Connect Riverdale Zone WEEKDAY or SATURDAY.

- 5 Tap the map.

- 6 Input your pickup and dropoff locations. Both locations must be within the Riverdale Zone.

- 7 To schedule your ride in advance, change your pickup time by tapping ASAP and selecting a new date and time.

- 8 Select:
  - Number of passengers
  - Wheelchair-accessible vehicle (if needed)

- 9 Tap Request Ride when ready.

Confirm pickup location by setting the pin on the exact spot on the map where you will be waiting for your driver.



### STAY INFORMED ON YOUR RIDE STATUS.

Should you need to cancel a ride, click on the three dots and select Cancel Ride Request.

### PLEASE NOTE:

Collected fares are not refundable.

## AFFORDABLE, ACCESSIBLE DOOR-TO-DOOR TRANSIT SERVICE, YOUR WAY!

### WHY MICROTRANSIT?

For certain service areas, microtransit does a better job of meeting transit demand than a full-size bus operating on a fixed route. Microtransit allows Rock Region METRO to provide on-demand transit rides using smaller vehicles within a set zone, during regular operating hours, via its METRO Connect on-demand service.

### WHAT IS THE METRO CONNECT RIVERDALE ZONE?

METRO Connect Riverdale Zone is a yearlong ride-hailing service pilot project (initially operating Monday, March 2, 2020, through Sunday, February 28, 2021) for the Little Rock Riverdale area that uses smaller vehicles and door-to-door on-demand service to take riders exactly where they need to go, when they need to go there.

If the pilot program is successful, it's possible Rock Region METRO will be able to continue METRO Connect service for the Riverdale area beyond the pilot program's end, with community support.

### WHERE DOES METRO CONNECT RIVERDALE ZONE OPERATE?

METRO Connect Riverdale Zone vehicles operate within the zone and can provide riders transfer points with stops shared with Routes 1 Pulaski Heights and 8 Rodney Parham. Although not in the zone, the River Cities Travel Center is a "point of interest" outside the zone, meaning riders may travel to or from the travel center on a METRO Connect vehicle from any point within the Riverdale Zone, allowing transfer opportunities to 22 METRO bus routes.

Find all "points of interest" associated with this zone online at [rrmetro.org](http://rrmetro.org) in the METRO Connect services section. Please note that "points of interest" are subject to change at any point in the future.

### KEY TRANSFER POINTS ARE AT:

- **ROUTE 1 PULASKI HEIGHTS OUTBOUND/FROM DOWNTOWN 2nd & Cross Streets**  
Look for the METRO Connect sign at the northeast side of the intersection.
- **ROUTE 1 PULASKI HEIGHTS INBOUND/TO DOWNTOWN 3rd & Ringo Streets**  
Look for the METRO Connect sign at the northwest side of the intersection.
- **ROUTE 8 RODNEY PARHAM INBOUND/TO DOWNTOWN AND OUTBOUND/FROM DOWNTOWN 3rd & Ringo Streets**  
Look for the METRO Connect sign at the northwest side of the intersection.

*The METRO Connect Riverdale Zone includes most of the area served by the former Route 21 Riverdale, with front-door service to the downtown Little Rock train station (Amtrak), the Coolwood neighborhood, Holcombe Heights Apartments, Rivercliff Apartments, Tree Top Condominiums, The Cliffs Condominiums, The Arkansas Department of Heritage and Dillard's Corporate Office.*



## RIVERDALE ZONE

ARKANSAS ARTS CENTER*	EASTERSEALS ARKANSAS ACADEMY AT RIVERDALE
THE ARKANSAS DEPARTMENT OF HERITAGE	EPISCOPAL COLLEGIATE
THE CLIFFS CONDOMINIUMS	HOLCOMBE HEIGHTS APARTMENTS
COMMERCE WAY/ ALLIED DRIVE COMPLEX (former Verizon Complex)	REBSAMEN PARK ROAD
COOLWOOD NEIGHBORHOOD	RIVERCLIFF APARTMENTS
DILLARD'S CORPORATE OFFICE	RIVERFRONT DRIVE
	TRAIN STATION
	TREE TOP CONDOMINIUMS

Consult the zone map for specific zone parameters  
\*Temporary home of the Arkansas Arts Center through 2022

### Schedule a Pickup Now

Download the Transloc Microtransit App.



River Cities Travel Center | 310 Capitol Ave., Little Rock  
501.375.6717 [rrmetro.org](http://rrmetro.org) @rrmetro frrmetro

- ▶ **DOWNLOADED THE TRANSLOC APP BUT SEEING A BLANK, BLACK PAGE?**  
If you are accessing the app farther than 30 miles from a zone parameter, a zone will not appear within the app and a "Booking unavailable" message will appear.



# RIVERDALE ZONE

All pickup and dropoff locations must be within the zone. To better view the zone parameters, download the Transloc app or visit [ondemand.transloc.com](http://ondemand.transloc.com).

### OPERATING HOURS

**MONDAY-FRIDAY** 6 a.m.-7 p.m. **SATURDAY** 6 a.m.-6:30 p.m.

### COST

Standard METRO fares apply. Cash, passes and Token Transit passes are accepted. Coming soon: Pay your fare within the app for faster boarding!  
*\$1.35 Adult One-Way Cash Fare*

### HOW

Download the Transloc Microtransit app, create an account and schedule your ride now.



### DON'T HAVE A SMARTPHONE?

Call METRO Dispatch at 501-476-3761 to schedule your pickup. You will be asked for your first and last name and phone number to set up a METRO Connect Transloc account, or, if you have an existing METRO Connect Transloc account, you will be asked for the email address associated with it.

### BOOKING FOR A LOVED ONE, PATIENT, STUDENT OR SOMEONE ELSE?

Visit [ondemand.transloc.com](http://ondemand.transloc.com). For step-by-step instructions, visit the METRO Connect page at [rrmetro.org](http://rrmetro.org).

## LEGEND

- METRO Connect Riverdale Zone
- Attractions/Landmarks/Businesses
- Transfer Point



310 E. Capitol, Little Rock, AR 72201

For schedule and fare information, please visit [rrmetro.org](http://rrmetro.org) or [google.com/transit](http://google.com/transit), call 501-375-6717, or email [info@rrmetro.org](mailto:info@rrmetro.org).

