

SERVICE MAP



FIND YOUR RIDE:
Download the METROtrack App



501-375-6717 rrmetro.org @rrmetro rrmetro

River Cities Travel Center | 310 E. Capitol Ave., Little Rock

There's a Lot Riding on Public Transit

Each year, Rock Region METRO takes more than 2.3 million riders to their jobs, education, health care, shopping and other activities. This support contributes to our community in several ways. Public transit:

- Supports our economy by providing workers access to job opportunities
- Transports students to their schools
- Helps senior citizens remain active in their communities and assists people with disabilities with mobility needs
- Provides an affordable transportation mode for those that cannot or do not want to drive
- Relieves congestion on our roadways to allow businesses to more efficiently transport their goods and services and allow commuters to spend more time with their families
- Conserves gas and other natural resources and reduces our community's collective carbon footprint

HOW TO RIDE It's Easy:

- 1 **PLAN**
- 2 **PAY**
- 3 **PLAY**

PLAN YOUR TRIP

...by entering your starting and ending destinations using the homepage trip planner at rrmetro.org.

FIND RELATED ROUTE MAPS AND SCHEDULES

...by downloading the free METROtrack mobile app (it's one word: *METROtrack*, when you search for it in the Google Play or Apple App Store) and clicking on the routes button or the Settings & Info/Maps & Schedules app menu sub-page. **OR**, by clicking on the Services menu at rrmetro.org and selecting Bus Maps & Schedules or Streetcar Maps & Schedules.

MAKE SURE YOUR TRIP WORKS WITHIN BUS OR STREETCAR OPERATING HOURS

Each route has a different schedule, and some routes have limited service on nights and weekends. Express routes are naturally limited; they are intentionally designed to make fewer stops to reach destinations faster. Remember, there is no service on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.



Find Your Ride with Real-Time Arrival Information, Three Ways:

USE THE STOP SIGN TEXTING SYSTEM TO FIND A BUS OR STREETCAR:

Text [rrmetro](http://rrmetro.org) [unique 5-digit stop sign number] to 41411 and receive a text message back telling you how many minutes away your ride is. Don't forget to put a space between [rrmetro](http://rrmetro.org) and the unique 5-digit stop sign number.

USE THE RRMETRO.ORG LIVE MAPS TO FIND A BUS OR STREETCAR:

Click on Find My Ride at rrmetro.org. Choose your bus route from the drop-down menu (or choose the METRO Streetcar Blue or Green Line) and click Live Map to track the vehicles live. Or, go to the METROtrack app website directly (rrmetrotrack.org), which allows multiple routes to be displayed at the same time and zoom in/out options.

USE THE FREE METROTRACK MOBILE APP TO FIND A BUS OR STREETCAR:

Download the free METROtrack app (it's one word: *METROtrack*, when you search for it in the Google Play or Apple App Store) and use the app to mark favorite stops and routes, set reminders, get alerts, plan your trip and access general information.



Determine Your Fare and How You Will Pay

Fare information may be found at rrmetro.org. Cash or passes are accepted on the bus. Cash, passes, debit or credit cards and major "tap and pay" services (Apple Pay, Google Wallet) are accepted on the streetcar, which is fare-free in 2020. Exact change is suggested on all METRO Local and METRO Streetcar trips. A redeemable change card will be issued for any change amounts of \$1 or more. Change cards can be used for fare payments and/or redeemed for their cash value at the River Cities Travel Center (310 E. Capitol Ave., Little Rock, Monday-Friday, 7 a.m.-6 p.m.) or the Rock Region METRO Administration Office (901 Maple St., North Little Rock, Monday-Friday, 8 a.m.-4:30 p.m.). Day passes may be purchased on the bus or streetcar.

A WORD ON TRANSFER PASSES

If your bus doesn't take you as far as your destination, you may have to transfer to another bus to complete your trip. A time-sensitive transfer pass is issued to provide service between two points not served by a single route. Each transfer pass costs 5 cents and must be purchased when you get on the first bus of your trip and pay your fare. Transfer passes cannot be used for a return trip. METRO transfer passes expire within two hours of purchase.



Rock Region METRO Pass Sale Locations

RIVER CITIES TRAVEL CENTER
310 E. Capitol Ave., Little Rock,
7 a.m.-6 p.m.

ROCK REGION METRO ADMINISTRATION OFFICE
901 Maple St., North Little Rock,
8 a.m.-4:30 p.m.

Regular fare passes may be purchased over the phone (501-375-6717) or online at rrmetro.org and mailed to the recipient's address.

Save money with a multi-ride or a multi-day pass!

Do you use transit at least twice every weekday? If so, your monthly cost for 44 trips (April 2019, for example, had 22 weekdays) is \$59.40. A 31-day pass with unlimited rides costs \$36. You would save \$23.40 in this scenario by opting to buy the 31-day pass rather than buying 44 one-way rides.

What would you do with that extra \$23.40?



METRO Connect microtransit service is a relatively new service for Rock Region METRO. Visit rrmetro.org and click on the SERVICES tab to learn more about how to use the service.

Rider Information:

ALERTS

When major events or weather cause a change to the system, our riders can get the latest updates on route changes and other alerts by checking rrmetro.org's home page for alerts (a red alert bar will appear at the top of the website when in effect), checking rrmetro.org/news and downloading the free METROtrack application, which offers push technology for up-to-date information and a Service Alerts menu sub-page where active service alerts are displayed.

BE READY WHEN YOU BOARD

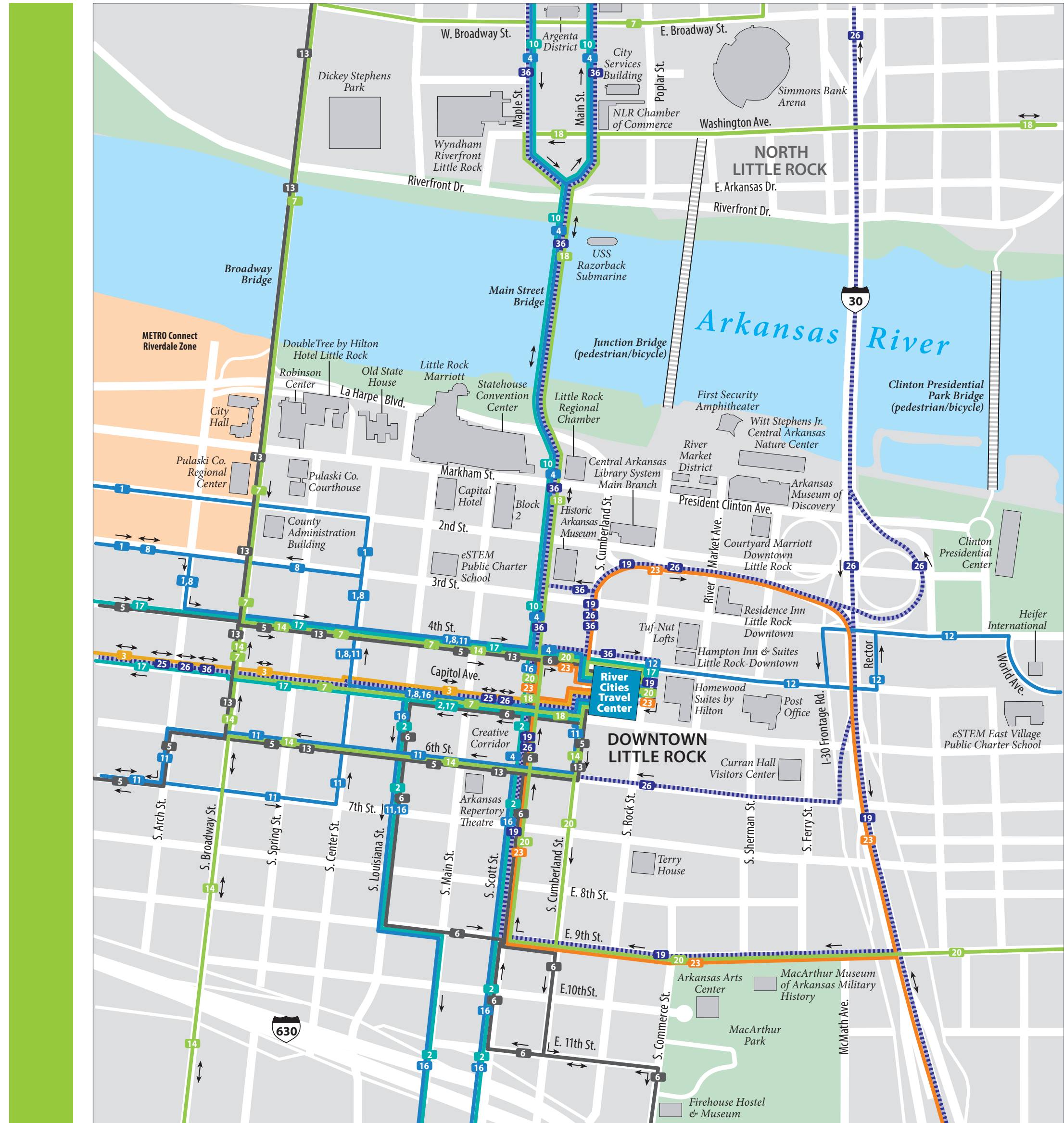
Have your fare, whether it's cash or a pass, ready when boarding. Faster boarding times benefit all riders. Remember: Drivers will not make change, so have exact change, a pass or be prepared to accept your change card that can be used for future fare payments or redeemed for cash reimbursement at the River Cities Travel Center (310 E. Capitol Ave., Little Rock) or the Rock Region METRO Administration Office (901 Maple St., North Little Rock).

FREE WIFI

Read a book, watch a show or chill out to your favorite music while enjoying our free WiFi. Yes, it's FREE, and yes, it's on all streetcars and all of the fixed-route buses in the system. Each bus is numbered, and each bus' WiFi network carries that bus' number in the network name. Find the matching network number (if you're logging on at a stop with multiple buses nearby, such as the River Cities Travel Center, multiple Rock Region METRO WiFi networks will appear in your device's network settings), agree to the terms and conditions at the bottom of the screen and you're connected.

CODE OF CONDUCT

It is our team's desire that your transit experience be safe, reliable, convenient and efficient. To promote the safety and comfort of our riders; to facilitate the proper use of transit facilities and services; to protect transit facilities and employees and citizens; to assure the payment of fares and to ensure that Rock Region METRO vehicles and facilities are safe, welcoming and equally accessible to our riders, Rock Region METRO adopted a Code of Conduct and Transit Suspension Procedure in August 2014. Find it online at rrmetro.org/rider/information/general-info/.



METRO STREETCAR

METRO Streetcar is a 3.4-mile streetcar system connecting the cities of Little Rock and North Little Rock. With three historic replica streetcars operating along two lines, the system serves more than 42,000 riders annually and covers 1,080 miles weekly. METRO Streetcar is a fun, unique way to take in the downtown sights of central Arkansas' "twin cities." Spanning the beautiful Arkansas River, the system links some of the most vibrant destinations in Pulaski County, including the Clinton Presidential Center and headquarters of the global nonprofit Heifer International; North Little Rock's historic Argenta district; the Little Rock River Market and Creative Corridor; and favorite restaurants, hotels, brewpubs, cultural attractions, shops and more. Visit rrmetro.org/services/streetcar for the streetcar map and schedules.

ACCESSIBILITY

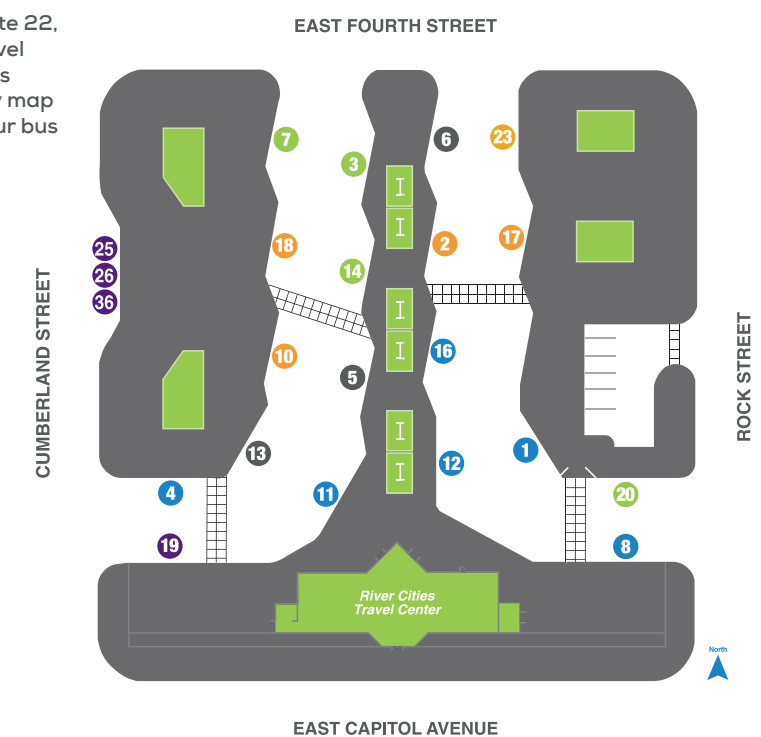
All METRO vehicles are equipped with wheelchair lifts and securement devices, making them accessible to persons with disabilities. Wheelchairs must be locked securely in place. There are two wheelchair securement areas on each bus. For accessible, text-only real-time bus and streetcar arrival information, visit rrmetrotrack.org and click on the Text Only heading.

METRO offers system maps and schedules in English and Spanish. Google Translate service is available at rrmetro.org.

All METRO buses are equipped with bike racks that can accommodate up to two bikes.

FIND YOUR BUS AT THE RIVER CITIES TRAVEL CENTER

All routes, except for Route 22, serve the River Cities Travel Center. Finding your bus is easy: Consult the bus bay map to find the spot where your bus parks for boarding.



Are You Cord-Savvy? How to Notify Drivers of Your Stop

As the bus nears your destination (once it has passed the intersection just before your stop), pull the cord above the windows or press the yellow strip between the windows. A bell will alert the driver that a passenger wants to get off the bus at the next stop. METRO drivers announce the names of major intersections for the benefit of persons with disabilities.