



Rock Region  
**METRO**

## How to Ride:

### It's Easy: Just Plan, Pay and Play!

#### PLAN YOUR TRIP

...by entering your starting and ending destinations using the homepage trip planner at [rrmetro.org](http://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](http://rrmetro.org) and selecting METRO Local and Express (for bus service) or METRO Streetcar (for streetcar service) Maps & Schedules links.

#### 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 the Services menu at [rrmetro.org](http://rrmetro.org) and select METRO Local and Express (for bus service) or METRO Streetcar (for streetcar service), then select the Maps & Schedules links. 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. Click the View Map Larger option to go to the METROtrack app website directly ([rrmetrotrack.org](http://rrmetrotrack.org)), which allows multiple or all 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 and use the app to mark favorite stops and routes, set reminders, get alerts, plan your trip and access general information.

## Make Sure You Board the Right Bus!

Many METRO bus routes share the same city streets with other routes, so check the sign on the front and curb side of the bus to make sure it's the route you want, and make sure you're catching it on the right direction. Most routes in the system are traveling outbound (from downtown) or inbound (to downtown).

## Determine Your Fare and How You Will Pay

Fare information may be found at [rrmetro.org](http://rrmetro.org). Cash or passes are accepted on the bus and streetcar. 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.

## Rock Region METRO Pass Sale Locations

#### RIVER CITIES TRAVEL CENTER

310 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](http://rrmetro.org) and mailed to the recipient's address.*

## Sales Outlet Partner Locations

#### METRO LOCAL BUS PASS SALES OUTLET PARTNER LOCATIONS

The general public may purchase regular fare bus passes at:

##### REGIONS BANK

1217 W. Capitol Ave. in Little Rock

##### NORTH LITTLE ROCK CITY SERVICES

120 Main St., North Little Rock

#### METRO STREETCAR PASS SALES OUTLET PARTNER LOCATIONS

The general public may purchase regular fare streetcar day passes at the following locations:

##### ARGENTA BEAD COMPANY

703 Main St., North Little Rock

##### ARKANSAS DEPARTMENT OF FINANCE AND ADMINISTRATION

1509 W. 7th St., Little Rock

##### CITY OF NORTH LITTLE ROCK CITY SERVICES

120 Main St., North Little Rock

##### DOWNTOWN RIVERSIDE RV PARK

50 Riverfront Dr., North Little Rock

##### HAMPTON INN & SUITES

320 River Market Ave., Little Rock

##### HISTORIC ARKANSAS MUSEUM

200 E. 3rd St., Little Rock

##### LITTLE ROCK CONVENTION & VISITORS BUREAU

101 S. Spring St., Little Rock

##### COURTYARD BY MARRIOTT DOWNTOWN LITTLE ROCK

521 President Clinton Ave., Little Rock



# Rock Region METRO

# Rider Information



Download the METROtrack app!

[rrmetro.org](http://rrmetro.org)

[@rrmetro](https://twitter.com/rrmetro)

[f rrmetro](https://www.facebook.com/rrmetro)

## 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](http://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](http://rrmetro.org/news), viewing METRO social media pages 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 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.

## FIND YOUR BUS AT THE RIVER CITIES TRAVEL CENTER

All routes, except for Routes 9 and 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.



## 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.

## ANNUAL SERVICE ENHANCEMENTS

Rock Region METRO undergoes an annual process for making service enhancements to meet the mobility needs of our community. Changes are announced in advance and are usually implemented in the latter part of the year. Our team logs service requests from Pulaski County residents all year long via phone calls, emails, social media messages and in-person discussions. Listening sessions related to service enhancements take place in the spring, with public meetings for plans taking place in summer. Follow our website news, social media pages and/or sign up for the METRO newsletter (sign up at the bottom of [rrmetro.org](http://rrmetro.org)) to have a heads up on formal meeting dates, times and locations.

## 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](http://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](http://rrmetro.org).

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

## PARK/BIKE AND RIDE

Commuting within Pulaski County but don't want to deal with traffic congestion and delays? Want to save money on gas? Try Park and Ride!

### HIGHWAY 161 & I-40

Served by Route 18 McAlmont

### CRYSTAL HILL ROAD & I-40

Served by the Route 26 Maumelle/Oak Grove Express

### UNIVERSITY & I-630

Served by Route 17 Mabelvale-Downtown, Route 21 University Avenue and Route 22 Mabelvale-Midtown

## LOST AND FOUND

If you left something behind on a bus or streetcar, the fastest way to see if it was turned into our Lost and Found collection is to call 501-375-1163 and ask to be transferred to the dispatch department. Describe your item and leave full contact information in the event that the item turns up. All lost items are turned in to the dispatch department at the Rock Region METRO Administration Office at 901 Maple Street in North Little Rock.