

ONLINE TOOLS

- ▶ How-to-Ride video instructions on riding The Metro.
- ▶ System map of Metro routes serving greater Kansas City.
- ▶ WebWatch tracks the location of Metro buses.
- ▶ Facebook and Twitter will keep you up-to-date about Metro service, promotions and events.
- ▶ Store.kcata.org offers the convenience of purchasing passes online.

HOW TO REACH US

Regional Call Center	816-221-0660
TTY-TTD	816-474-0646
Lost and Found	816-346-0265
Customer Service	816-221-0660
Share-A-Fare	816-842-9070
TTY-TTD	816-221-0380
<i>(Paratransit service for eligible seniors and persons with disabilities)</i>	
MetroFlex	816-346-0346 or 816-346-0403
MetroFlex (Raytown)	816-346-0802
KCATA Administrative Office	816-346-0200
Website	www.kcata.org
KCATA Address	1200 E. 18th St. Kansas City, MO 64108

We welcome your feedback. Submit phone or written comments to The Metro at 816-221-0660 or metro@kcata.org.

*Fare, schedules and routes subject to change.*

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LEARN  
TO RIDE

*Metro Service*



SEE WHAT HAPPENS  
WHEN A PLAN COMES TOGETHER.

LEARNING TO RIDE THE  
METRO IS A BREEZE!

LOCAL, EXPRESS & BUS  
RAPID TRANSIT ROUTES

The Metro offers local and express service throughout the metropolitan region and MAX bus rapid transit (BRT) into downtown Kansas City, Mo.

- ▶ Local routes primarily operate seven days a week and serve neighborhoods where the demand for service requires frequent bus stops.
- ▶ Express routes for rush hour commuters make fewer passenger stops. Board an express bus at the designated neighborhood stop or at a nearby Metro Park-and-Ride.
- ▶ MAX (Metro Area Express) buses also make limited stops for faster service using dedicated lanes and traffic signal priority. MAX operates seven days a week.

PLAN YOUR TRIP

There are three ways to plan your trip.

- ▶ Online
- ▶ By Phone
- ▶ Pick up a schedule

ONLINE

You can plan your bus trip from start to finish using Google Transit. This online tool offers easy instructions at www.kcata.org.

BY PHONE

The Regional Call Center can give you the details you need. Dial (816) 221-0660, Monday through Friday, 6 a.m. to 7 p.m. Be prepared to tell the Call Center agent:

- ▶ Where you are starting
- ▶ Where you want to go
- ▶ When you need to be there

The Call Center's TeleLanguage Line connects non-English speaking callers with an interpreter. This free service provides route and schedule information in more than 50 languages.

PICK UP A BUS SCHEDULE

For a closer look at a route's map and times, pick up a schedule at an info rack in select banks, libraries and grocery stores. Or go to www.kcata.org to view and download schedules.

READING A  
SCHEDULE IS EASY

Using the timetable, locate the day of the week, time of day and direction you plan to travel. (Be sure to refer to the correct table; weekday and weekend service varies.)

- ▶ Locate the timepoint (white numbers in black circles) at or nearest the stop where you want to catch the bus.

(The bus usually makes stops between the major intersections listed on the schedule.)

- ▶ Look down the column to determine the time you want to leave that stop. (It's best to use the earlier time if your stop is between timepoints.)
- ▶ Find the timepoint at or nearest your destination.
- ▶ Starting at your departure time, look across that row for the arrival time at or nearest the intersection where you want to exit the bus.
- ▶ If no arrival time is shown (.....), then the bus does not serve that particular stop.
- ▶ To plan your return trip, start with the reverse direction of travel then follow these same steps.
- ▶ Review any special notes, legend columns on the timetables and corresponding notes on the map. Many routes have variations that could affect your ability to get to your destination when you need to.

**WATCH FOR PASSENGER INFORMATION ON METRO BUSES FOR ADVANCE NOTICE ON ROUTE AND SCHEDULE CHANGES.**

## TIME TO GO

Be sure to arrive at your stop at least five minutes early. So plan ahead for your walk, drive or ride to the bus stop or park-and-ride.

## LOOK FOR THE SIGN

Metro bus stop signs show the route number and name. Major stops also have bus shelters for added comfort.

## CATCH THE RIGHT BUS

More than one route may serve a single bus stop, so how do you know which bus is yours? Look for the overhead destination sign. It displays the route number and name. A smaller sign in the lower right corner of the windshield indicates any route variations. For example: Only some buses on the #71 – Prospect line travel to 77th & Agnes.

All MAX buses will display their destinations on overhead signs. Signal an approaching bus simply by raising your hand if you wish to board. If in doubt that you're catching the right bus, simply ask the operator.



## PAY YOUR FARE

The fare on all Metro local and express routes and MAX is \$1.50. Commuter express routes are higher. The Reduced Farecard brochure provides

details on half-fares for eligible bus riders. You also have several fare payment options. Fareboxes will accept coins, dollar bills, Day Passes, Change Cards or 31-Day Passes. Fareboxes will also issue free two-hour transfers after paying the cash fare or using a Change Card.

*Transfers: To reach your destination, some trips require more than one bus. If so, ask the driver for a transfer after you've paid the cash fare on the first bus. The transfer will permit you to ride other buses. Be sure to check the expiration time. When the transfer has expired, you will need to pay the required fare.*

## EXIT THE BUS

Buses have cords above and beside the windows. Pull the cord or push the strip about a block before your stop to signal the operator you'll be exiting the bus. Buses are also equipped with audio announcement of stops at major intersections.

Please exit through the rear doors when others are boarding at the front. Wait until the bus pulls away so you can see traffic clearly before crossing the street. Above all, do not cross in front of a bus unless you are crossing on a green light at the intersection.

## SMART RIDING TIPS

- ▶ Be safe. Never chase after the bus; watch for oncoming traffic; always be aware of your surroundings.
- ▶ Review the Code of Conduct behind the driver.

- ▶ Wait for the bus to come to a complete stop before exiting or boarding.
- ▶ Allow senior citizens and persons with disabilities to sit in the front.
- ▶ Look out for paper or slush on the bus floor that might cause a slip.
- ▶ Use the safety rails when standing or moving about the bus. By law, passengers must stand behind the yellow line, behind the driver.
- ▶ Children must be seated at all times.
- ▶ Remove packages from seats to allow others to sit down.
- ▶ Should an emergency arise, follow all emergency exit instructions.
- ▶ For customers who bike and bus, always carefully follow the rules for bicycling and procedures using bike racks on Metro and MAX buses. See the *Bike & Bus* brochure.

