

# THE RIDE WAY

*Your Guide to  
Riding METRO*



# WAYS TO PAY

## METRO Q® FARE CARD

Our most popular form of payment, the **METRO Q® Fare Card** lets you ride METRO bus, curb2curb and METRORail service with just a “tap” of your card.

- Reloadable
- 5 **FREE** trips for every 50 paid trips
- **FREE** transfers for up to three hours of unlimited travel in ANY direction

**A \$5 minimum load is required on all new cards.**

## METRO DAY PASS

Designed for the frequent rider, the **METRO Day Pass** lets you ride **Local bus, curb2curb** and **METRORail** service as often as you like for a maximum of \$3 a day. **Park & Ride** service may require an upcharge.

## METRO MONEY

This prepaid disposable fare card is available in denominations of \$1.25, \$5, \$10 and \$20.

## METRO Q MOBILE TICKETING

This app lets you purchase and activate your **Local bus, Park & Ride, curb2curb** and **METRORail** fares using a smartphone.

Visit [RideMETRO.org/QTicketing](https://RideMETRO.org/QTicketing) or scan the QR code to download the app.



## CASH

Cash is accepted on all METRO buses and METRORail platforms. Visit [RideMETRO.org/Fares](https://RideMETRO.org/Fares) under “Ways to Pay” to learn more.

## TRANSFERS

Riders paying with a **valid METRO fare card** or **mobile ticket** will receive **FREE** three-hour transfers in any direction on all **Local bus, curb2curb** and **METRORail**. **Park & Ride** service may require an upcharge.

**Riders paying with cash are not eligible to receive transfers. METRORail tickets transfer only to another rail line.**

## RELOAD YOUR FARE CARD

### ONLINE

Visit [RideMETRO.org/Reload](https://RideMETRO.org/Reload) to manage your account — **registration is required**. Call or text 713-635-4000 to receive your password.

### METRO RETAILERS

METRO retailers are located throughout the region.

Visit [RideMETRO.org/Retailer](https://RideMETRO.org/Retailer) or scan the QR code to find a retailer near you.



## FARE MACHINES

Each METRO fare machine offers its own unique benefit:

### TICKET VENDING MACHINES (TVM)

METRO TVMs can be found on all METRORail platforms and at select transit centers across the region. Services vary per machine with most accepting cash, credit and / or debit card.

### CREDIT VENDING MACHINE (CVM)

Found only at METRO Park & Rides and select transit centers, these machines allow you to reload your METRO fare card using a credit or debit card only — no cash.

### BACK OF BUS RELOADER (BBR)

Located at the rear of all METRO local buses, these machines allow you to add money to your METRO fare card using paper bills only — no coins.

# KNOW BEFORE YOU GO

METRO makes it easy to get the information you need to ride our services.

## IN PERSON

METRO currently offers four (4) convenient RideStore locations. Here you can purchase or replace lost or stolen METRO fare cards, reload an existing fare card, apply for student / senior discount cards and more.

Visit [RideMETRO.org/RideStore](https://www.ridemetro.org/RideStore) or scan the QR code to find a RideStore near you.



## ONLINE

[RideMETRO.org](https://www.ridemetro.org) is your source for everything METRO, including up-to-date route and schedule information, transit news, construction updates and more!

*Multiple languages are available.*



## BY PHONE

Call or text METRO Customer Service at **713-635-4000**. Our friendly and knowledgeable representatives are standing by and ready to help from 8 a.m. to 5 p.m. — seven days a week.

*Multiple languages are available upon request.*

## CHOOSE A RIDE

### LOCAL BUS

METRO currently features more than 80 local bus routes, including 19 offering frequent service every 15 minutes or less — seven days a week. The cost to ride is just \$1.25 each way.

### METRORAIL

METRO's light-rail network features the Red, Green and Purple Lines, offering more than 22 miles of service. The cost to ride is just \$1.25 each way.

*Visit [RideMETRO.org](https://www.ridemetro.org) for up-to-date route, schedule and fare information, including a complete list of METRO Park & Rides, transit centers and bus stop / station locations.*

### PARK & RIDE BUS

METRO features over 25 Park & Ride lots across the Houston region, providing fast and convenient travel to Greenway Plaza, Downtown, the Texas Medical Center and more! The cost to ride varies per location.

### CURB2CURB

METRO's daily on-demand transit service is available in select communities across the region. You can board at specific anchor points or schedule a pickup at your home. The cost to ride is just \$1.25 each way.

## ADA ACCESSIBILITY

All METRO-owned transit vehicles are **100% ADA accessible**. This means that each METRO bus comes complete with a **ramp, hydraulic lift** or **kneeling feature** that makes boarding easier.

METRORail trains feature **level platform boarding, 32-inch wide doors** and **four wheelchair-dedicated flip-up seats**.

Riders with physical disabilities or special needs benefit from frequent audio and visual announcements, as well as designated priority seating near the front of our buses and light-rail trains.

# READING A BUS SCHEDULE

METRO bus schedules come in handy when planning your trip. You'll find cross streets, destinations, estimated pickup and arrival times and more.

Just follow the steps below to plan your trip:

- Verify the **day of the week and direction** of the route by looking at the top of the schedule (ex: "Weekday Northbound")
- The numbered dots below are called **"time points,"** and they identify major stops along the route
- Find the time points closest to **your location** (ex: Burnett Transit Center) and **where you want to go** (ex: Kashmere Transit Center)
- Look below the time point to see when you would like to **arrive at your destination**
- Now move your finger left along the line to the time point closest to **where you will board**

**3 Langley Weekday Northbound / Día de semana hacia el norte**

Burnett Transit Center	Lorraine & U.S. 159	Kashmere Transit Center	Homestead & Laura Koppe	Homestead & Langley
1	2	3	4	5
5:15am	5:21am	5:37am	5:52am	6:07am
6:15	6:22	6:39	6:54	7:10
7:15	7:22	7:39	7:54	8:10
8:15	8:22	8:39	8:54	9:10
9:15	9:21	9:37	9:52	10:07
10:15	10:21	10:37	10:52	11:07
11:15	11:21	11:37	11:52	12:07pm
12:15pm	12:21pm	12:37pm	12:52pm	1:07
1:15	1:21	1:37	1:52	2:07
2:15	2:21	2:37	2:52	3:07
3:15	3:21	3:37	3:52	4:07
4:15	4:22	4:39	4:54	5:10
5:15	5:22	5:39	5:54	6:10
6:15	6:21	6:37	6:52	7:07
7:15	7:20	7:35	7:48	8:03

METRO bus schedules are available online at RideMETRO.org, by visiting any of our four RideStore locations or by mail when calling 713-635-4000.

# TRACK YOUR BUS

METRO offers real-time estimated bus arrival information with our **Next Bus Texting** feature.

1. Start with your bus stop number which is posted at the lower left of every bus stop sign.
2. Text the **stop number**, add a space, then the **route number** to **697433**.
3. We'll text you back with the scheduled arrival time (SC) and estimated real-time arrival (RT) of the next bus arriving at that location.



**CONTACT  
US**



**METRO CUSTOMER SERVICE**

Call or text 713-635-4000

**HEARING & SPEECH IMPAIRED**

713-635-6993 (TTY)

**LOST & FOUND**

713-658-0854

**METRO POLICE (MPD)**

Call or text 713-224-2677

24 hours a day / 7 days a week

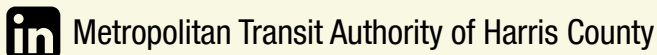
**METROLIFT CUSTOMER SERVICE**

713-225-0119 • 713-652-8969 (TTY)

**PUBLIC COMMENTS**

713-658-0180

Must request a speaker in a particular language.



**RideMETRO.org**

**Call or text 713-635-4000**