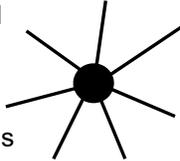




Rider's Guide

TRANSIT SYSTEM DESIGN

Metro Ride operates a "hub and spoke" bus route system. Routes originate from a central location (hub) and travel on designated routes (spokes). This route design is very common in the airline industry.



The central hub in our transit system is called the Transit Center. It is located at 555 Jefferson Street in downtown Wausau. Passengers can transfer free of charge, from one route to another at the Transit Center.

PLANNING YOUR TRIP

All Metro Ride bus routes have a name, a letter designation and a color to help you match the routes on our system map with our timetables. The route letter and route name are displayed on the bus destination sign. If you need assistance planning your trip, call Metro Ride at 715-842-9287 or view our *Bus Route Map and Schedule* brochure at: <http://metroride@ci.wausau.wi.us>.

CATCHING THE BUS



All routes in our *Bus Route Map and Schedule* brochure are shown with time points that correspond to our timetables. The time points are intended to help you estimate bus arrival times. Although the bus may run a few minutes later than the times shown, they should never run early. Go to the street on which your route operates and locate the bus stop sign, usually on every other block. Stand at the bus stop and wait for the bus to arrive. When the bus stop is obstructed by snow, wait at the nearest opening in the snow bank, such as a driveway or crosswalk. Be at the bus stop a

couple minutes before the bus is scheduled to arrive so that you don't miss it. When you see the bus coming, step up to the curb and hail it by waving. Get aboard quickly, pay your fare and take a seat.

WHILE ONBOARD

If you need change to pay your fare, ask the driver before you put money into the farebox. Our drivers do not carry large sums of money, so we ask that you not use anything larger than a one-dollar bill for bus fare.

If the bus is crowded and no seats are available, move toward the rear and stand where you can hold onto a handrail, seatback or strap. To ensure a safe, clean, comfortable ride, be considerate of others and follow the any instructions provided by the driver.

GETTING OFF THE BUS

About one block before you get to your bus stop, let the driver know that you want to get off the bus by pulling the yellow cord above the window. You should avoid moving about as much as possible while the bus is in motion, particularly in wet or snowy weather when the bus floor may be slippery. Remain seated until the bus has come to a complete stop. After exiting, wait until the bus has pulled away before starting to cross the street. Oncoming drivers may not see you stepping away from the bus.

TRANSFERRING BETWEEN ROUTES

When your one-way trip requires the use of more than one bus route, you will need to ask the driver for a transfer when paying your fare. Transfers are free of charge and available on all routes. Transfers are valid only when used at the downtown Transit Center or where two routes intersect. A transfer must be used to continue your trip on a different route. Transfers cannot be used for a return trip. A transfer is not a round-trip ticket.

Step along quickly! The driver of the connecting bus can only wait three minutes past the scheduled departure time, even when your first

bus is late pulling into the Transit Center. Waiting longer throws that route out of sync with other routes.

DETOURS AND DELAYS

From time to time, we run behind schedule, generally because of traffic or weather conditions. At times we must detour from the regular route because we cannot use a street or streets on which we usually operate. When there are significant delays or when a route has to be detoured, Metro Ride will make every effort to ensure that the public is informed.

PASSENGER FARES

Adults

Cash	\$1.75
Token	10 for \$10.00
Monthly Pass	\$38.00

Senior Citizens

(65 or older with Medicare Card of proper ID issued by Metro Ride)

Cash	\$.85
Monthly Pass	\$19.00

Disabled

(65 or older with Medicare Card of proper ID issued by Metro Ride)

Cash	\$.85
Monthly Pass	\$19.00

Students

Kindergarten through Senior High

Cash	\$1.50
Tickets	10 for \$8.50
Monthly Pass	\$19.00

Children

(under age 5, accompanied by adult) Free

Paratransit

Cash	\$2.25
------	--------

You must pay the cash fare or present the driver with a valid, ticket, token, monthly pass or transfer each time you board the bus. Metro Ride offers a range of fare options for your convenience. You can save money and avoid digging for change by purchasing multiple rides (tickets, tokens and

monthly passes) in advance at one of our fare outlets. Seniors and disabled passengers are entitled to reduced fares by showing a valid Medicare Card issued by the Social Security Administration.

ROUTE & SCHEDULE INFORMATION

Metro Ride bus route and schedule information is available at <http://metroride.ci.wausau.wi.us>. To seek information by telephone, just call 715-842-9287 and we will gladly assist you in planning your trip.

EXPRESS ROUTES

Metro Ride provides additional routes on days when Wausau District schools are in session. These "express routes" are designed to accommodate increased passenger loads on school days and prevent crowding on regular routes. All express routes are open to the general public. For further information, refer to our *Express Route Guide*.



SERVICES FOR THE DISABLED



All Metro Ride buses are equipped with wheelchair lifts or ramps. Disabled riders who do not use a wheelchair but are unable to climb the steps may request to use the lift or ramp to board the bus. If your disability prevents you from using a Metro Ride bus, you may qualify for Metro Ride Paratransit service. It is an origin-to destination service which operates during the same hours and in the same general service area as Metro Ride bus service. Metro Ride must certify your eligibility before you can use this service. For additional information, call us at 715-842-9287 during regular office hours or visit our website at <http://metroride.ci.wausau.wi.us>

HOURS OF OPERATION

Metro Ride provides bus service and paratransit service Monday-Friday from 6:30 a.m. until 6:30 p.m. Metro Ride does not provide bus service or paratransit service on Saturdays, Sundays or on

the following holidays: New Year's Day (January 1), Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day and Christmas Day.

METRO RIDE FARE OUTLETS	Student Tickets	Adult Monthly Passes		
		Adult Tokens	Junior/ Senior/ Disabled Passes	Junior/ Senior/ Disabled Passes
North Central Health Care		•	•	•
West High School	•			•
John Muir Middle School	•		•	
NTC Bookstore		•	•	•
Horace Mann Middle School	•			•
East High School	•			•
Riverview Towers				•
Sturgeon Bluff Apartments				•
Wausau City Hall	•	•	•	•
Metro Ride Office	•	•	•	•
County Market		•	•	•

LOST AND FOUND

Metro Ride maintains a lost-and-found for items left on the bus. Items are retained for 30 days prior to disposal. To inquire about a lost item, please call 715-842-9287 between 8:00 a.m. and 4:30 p.m.

BIKE RACKS



For your convenience, Metro Ride has added bike racks to the front of every bus. Each has the capacity to carry two bikes at once. There is no additional fare for using our bike racks. Bike-and-Ride instructional brochures are available on all buses or on our website at: <http://metroride.ci.wausau.wi.us>.

TILE VI POLICY NOTICE

Metro Ride assures that no person shall, on the basis of race, color or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activity or service provided by Metro Ride, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Persons who wish to obtain additional information regarding Title VI obligations or make a complaint regarding violations of this policy should contact Metro Ride at 715-842-9287 or via email at metroride@ci.wausau.wi.us.

METRO 715-842-9287
Ride <http://metroride@ci.wausau.wi.us>
