

# Fare Information

## Fare Information / Información de Tarifas

Revised December 1, 2024



# RIDER INFORMATION & USER GUIDE

## Includes:

- Fare Information
- Planning Your Trip
- Travel Tips
- How to Ride the Bus



## IMPORTANT TELEPHONE NUMBERS

### For Route Information / Lost & Found:

(706) 225-4673 Mon. – Sat. 4:30am – 6:30pm

### For Dial-A-Ride / Paratransit:

(706) 225-4596 Mon. – Fri. 8am – 4:30pm  
(706) 225-4673 Saturday 4:30am – 4:30pm

### For METRA Administration / Comments:

(706) 225-4381 Mon. – Fri. 8am – 5pm

### General

Adult / <i>Adulto</i>	\$1.30
Student (I.D.) / <i>Estudiante (I.D.)</i>	\$1.00
Senior Citizen & Disabled (I.D.) / <i>Ancianos y Incapacitados (I.D.)</i>	\$0.65
Medicare Recipients (I.D.)* / <i>Recipientes de Medicare (I.D.)*</i>	\$0.65

### Fort Moore

Adult / <i>Adulto</i>	\$1.90
Senior Citizen & Disabled (I.D.) / <i>Ancianos y Incapacitados (I.D.)</i>	\$0.95

### Children / *Niños*

Smaller than farebox, in arms (only 1 child can be held) / <i>Más pequeño que el caja de tarifas (Solo un niños en brazos)</i>	Free / <i>Gratis</i>
Smaller than farebox, in seat <i>Más pequeño que el caja de tarifas sentado</i>	\$1.00
Taller than farebox / <i>Más alto que el caja de tarifas</i>	\$1.30

### Dial-A-Ride (Paratransit Service) / (Servicio de Paratransito)

All Trips / <i>Todos Viajes</i>	\$2.50
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## Swipe Cards (Unlimited Rides)

### Tarjetas Magneticas (Viajes Ilimitados)

Days (Días)	Adult (Adulto)	Senior / Disabled (Ancianos / Incapacitados)	Student (Estudiante)
7	\$ 15.50	\$ 7.75	N/A
14	\$ 28.00	\$ 14.00	N/A
31	\$ 53.00	\$ 26.50	\$ 23.00

- Pay the correct fare and have the exact amount ready – Bus Operators and fareboxes **do not** make change.
- Pay with dollar bills, coins, bus passes, or swipe cards.
- METRA does **not** issue transfers. Please pay an additional fare when transferring or riding through to another route.
- The required minimum age for a senior fare is 62. A METRA ID is required for senior and disabled fares.
- Medicare recipients may ride for half fare. A Medicare card and a valid photo ID are required.
- Children taller than the farebox must pay a regular fare. Children smaller than the farebox pay a reduced fare. An adult may hold only one child for free.

## Plan Your Trip

- Please use METRA's **schedules and maps** to help you navigate. They are available for **free** on board all METRA buses and at the METRA Transfer Center located at 814 Linwood Blvd.

### **Using METRA Maps & Schedules:**

1. Find your destination on the route map.
  2. Find your starting point and the closest bus stop where you will wait for the bus.
  3. Look at the scheduled timepoints from left to right to get an idea of the bus route. Most stops fall in between timepoints and are not listed on the schedule. If your stop falls between two timepoints, refer to the nearest timepoint shown **before** your location.
- An automatic **Trip Planner**, available on METRA's website, will also help you plan a trip in advance by telling you how to get from point "A" to point "B" using METRA's fixed routes.

### **To Access the METRA Trip Planner:**

1. Visit [www.columbusga.org/metra](http://www.columbusga.org/metra).
2. Select "**Track METRA**" on orange the menu bar at the top of the webpage.
3. From the drop-down menu, click on "**Trip Planner.**"

## Calling Transfer Center for Directions

- Please have a pen or pencil ready to take notes.
- Be ready to tell the Transfer Center Operator the following:
  - Where you are
  - Where you want to go
  - What time you want to leave
  - Which day of the week that you are traveling

## Bus Rules

- No pets allowed. Service animals are welcome. Customers must show their disabled reduced fare ID before boarding.
- Headphones/earbuds must be worn when using audio devices on the bus.
- Eating, drinking and smoking are **NOT** allowed on the bus.
- Parcels, bags, carts, and strollers must be kept off seats and out of aisles.
- No unnecessary conversation with the bus operator; only ask about route/service information.
- No profanity.

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## Bus Rules (Continued)

- METRA officials have the right to refuse service or remove anyone who violates METRA rules or jeopardizes the comfort and/or safety of others.
- Children below 12 must be accompanied by an adult.



**WHEELCHAIR  
ACCESSIBLE**

All METRA buses are wheelchair accessible and can "kneel" for easier access.

## How to Ride the Bus

Arrive at the bus stop five minutes before the bus is scheduled to arrive, according to the prior scheduled timepoint. The bus will pick up customers from designated stops only. METRA buses are blue, white, and orange with METRA logos.

Be waiting at the stop before the bus approaches. This lets the bus operator know ahead of time that you wish to board the bus. Pay attention to the bus route number; stops may be served by more than one route. If you are unsure of what route the bus is on, ask the bus operator.

Enter the bus through the front door and pay the correct fare. Have the exact fare ready before boarding -- see **Fare Information**.

Seats near the front of the bus are reserved for seniors and customers with limited mobility.

Signal to the bus operator that you wish to get off the bus by pressing on the yellow tape or by pulling on the cord located by the windows. Give the bus operator enough notice so that he or she can make a smooth stop. **FOR SAFETY, BUSES ONLY STOP AT DESIGNATED STOPS.** Remain seated until the bus comes to a complete stop. Exit through the rear door, if possible, to allow customers to board bus using the front door. Push the door handles to open the rear bus door.



### **REASONABLE ACCOMMODATIONS**

METRA Transit System makes reasonable accommodations for persons with disabilities to use transit services. Please call 706-225-4673 or visit our website at: [www.columbusga.gov/metra/Civil-Rights/ADA](http://www.columbusga.gov/metra/Civil-Rights/ADA).

### **NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI**

METRA Transit System operates its program and services without regard to race, color, and national origin in accordance with Title VI of the 1964 Civil Rights Act. To find out more about our nondiscrimination obligations, to file a complaint, or to request this information in another language, please contact us at 706-225-4581 or visit our website at: [www.columbusga.gov/metra/Civil-Rights/Title-VI](http://www.columbusga.gov/metra/Civil-Rights/Title-VI)