



Maple Grove Transit

Rider Guide



Commuter Express Bus Service

Issued July 2007



The Best Reason to Ride?

The History of MGT

In June 1990, the City of Maple Grove began Maple Grove Transit (MGT) service under the Replacement Transit Service Demonstration Legislation. Currently, the City Transit Administrator handles planning, administration, and customer service for MGT, while an eight-member Transit Commission provides user input into the operation and planning of the system. Fares cover about 1/3 of the operating cost, and Motor Vehicles Sales Tax (MVST) supplies the remainder. The City of Maple Grove contracts with local transit companies to provide transit service.

Easy Come, Easy Go

Sit back, relax, and enjoy the ride. Maple Grove Transit makes it easy for you to come and go with commuter express service to and from Minneapolis.

There are eight routes that serve many neighborhoods throughout the City. In addition, there are five different park-and-ride lots if a route is not near you, including the Maple Grove Transit Station and Parking Ramp. With forty round trips, commuting for northwest metro residents has never been easier.

Need a good reason to ride? MGT riders report less stress than other commuters who must deal with traffic jams, fuel prices, and parking hassles. What's more, MGT riders know that taking the commuter bus:

- Is more cost-effective than driving alone
- Saves wear and tear on their own vehicles
- Offers a *Guaranteed Ride Home**
- Dramatically decreases emissions in the atmosphere
- Offers free parking at the Transit Station and all Park and Ride lots
- Eliminates parking headaches and expenses downtown
- Gets them to and from work faster than single-vehicle commuters stuck in traffic
- Provides a chance to read, listen to music, snooze, even meet new people
- Offers them comfort and relaxation in the midst of the rush-hour commute

Using mass transit just one day a week for a year can save the typical commuter about 1,200 miles on their vehicle and more than \$600 in total driving costs.**



*See page 6 for more information about the Guaranteed Ride Home program.

**US Department of Transportation, Federal Highway Administration, Season Theme Program Materials, Fall, 2007. http://www.italladdsup.gov/community_partners/fall.asp

Tips for a Smooth Ride

Riding the MGT express is easy and cost-effective. Just follow these tips and you'll be on your way:

Fares

- **Cash Fares**—Have your fare ready before boarding the bus.
 - \$2.75 for the express (one way). Bills and coins accepted (no change is given, so exact fare only).
- **Morning Riders**—Pay fare when boarding bus.
- **Afternoon Riders**—Pay fare when exiting bus. This helps speed up the afternoon commute out of downtown Minneapolis.
- **Bus Cards and Passes**—We accept all Metro Transit fare media and transfers. For more information, go to www.metrotransit.org

Routes

- **Timetable**—Consult pocket schedules for the best routes and trip times for your travel needs.
- **Schedules**—Find pocket schedules online at www.maplegrovetransit.org or in print form at the Maple Grove Transit Station (12350 Main Street No.), Cub Foods or from your driver.

Bus Pick-Ups

- **Pocket Schedules**—White squares on the route maps indicate “time points.” Each time point is labeled with a letter that corresponds with the same time point in the trip timetable. Use these to gauge the best time to arrive at your bus pick-up location.
- **Maple Grove Pick-up**—In Maple Grove, there are no signed bus stops on streets. Simply flag down your driver as the bus approaches. If it's dark, use a small flashlight to signal the driver.
- **Minneapolis Pick-up**—A Metro Transit circle “T” indicates bus pick-up location, usually about 20 feet from the corner of the intersection.
- **Downtown Bus Lines**—The first two buses in line at the stop are ready for boarding. Buses parked behind the first two will make a second stop at the “T” sign, at which time, they will be ready for boarding.
- **Route numbers**—Signs above the windshield and/or passenger door indicate route and trip numbers. Sometimes, buses are used that do not display the MGT logo. When in doubt, check overhead signs, or ask the driver.

MGT Facts of Interest

- The MGT Transit Station is a three-level, 926-stall parking ramp with an indoor, climate-controlled waiting area, located at 12350 Main Street North, Maple Grove, Minnesota.
- The Maple Grove Transit Station serves Route 781 and includes a waiting area, restrooms, elevator, public pay phone, vending machines, security cameras, and a busway canopy.
- The MGT fleet consists of nineteen 45-passenger buses, five 38-passenger buses, nine 66-passenger buses, two 25-passenger shuttle buses, and five 15-passenger minibuses/vans.
- Bike racks are available on the buses that serve Maple Grove Routes, with the exception of Route 788 and 787.

The average Twin Cities commuter puts about 2.6 tons of greenhouse gas emissions into the atmosphere every year by driving alone to work. **



Have a Safe Trip...

On Board the Bus

Emergencies

- Know the locations of emergency window and roof exits.
- In the event of an emergency, remain calm and listen for instructions from the driver.
- For quickest emergency evacuation, leave all carry-on items behind.
- Clear windows and doors as quickly as possible, and move quickly away from the bus.
- Assist fellow passengers if you can.

Standees

- Once seats are full, you are allowed to stand in the aisles. However, riders do so at their own risk.
- Standees must hold on to grab rails.
- Do not stand or sit in bus stairwells.
- Never lean against doors.
- Federal law prohibits standing in front of the white or yellow line next to driver.
- Standees are prohibited from carrying any type beverage regardless of container type.
- Standees should exit first, followed by riders from the front to the back to ensure safety.

MGT wants to make sure all our riders stay safe. That's why it is important to keep the following safety tips in mind as a MGT rider.

Emergencies

- In the event that an emergency affects MGT services, critical information will be available on the MGT Emergency Information Line, **763-494-5994**, and **763-494-6005**. Information may also be posted online at www.maplegrovetransit.org
- Local media and the Emergency Alert System (EAS) may also distribute relevant information.
- **Dial 911 and notify the bus driver if you:**
 - Feel threatened by a person or situation on the bus or at a park-and-ride lot.
 - Observe a suspicious person, situation, or package on the bus or at a park-and-ride lot.
 - Observe criminal activity on the bus or at a park-and-ride lot.
 - Observe groups of people loitering in a park-and-ride lot.

Packages

- Notify the bus driver or call 911 if you spot a suspicious package. You should be alert to packages:
 - Placed in out-of-the-way locations
 - Abandoned by people in haste before departing
 - With batteries/wires, or bottles/containers that could hold chemicals
 - With messages attached
 - With suspicious odors or seeping fluids

People

- Report suspicious behavior or activity to the driver or call 911. You should be alert to people who exhibit signs of nervousness, excessive sweating, or inappropriate or baggy clothing that could conceal a threat. **NEVER confront the person yourself.**

Preparedness

- Always have a personal emergency plan in place. Keep a local map and contact numbers for family, doctors, and hospitals with you. Agree on a rendezvous location. Have a similar plan in place for work colleagues.

Signaling Buses

- Carry a small flashlight with you to signal the driver in low light conditions. Never shine the light in the driver's eyes.

...And a Pleasant Journey

MGT has the nicest riders around, but it never hurts to be reminded of some good rider etiquette to make the journey as pleasant as possible for everyone. Please bear the following in mind whenever you ride MGT:

- **Cell Phones**—Out of courtesy to others, please set your phone to vibrate, or to ring quietly. Please limit the length of your calls, and keep your voice low as you share space with other riders.
- **Conversations**—When talking with other riders on the bus, please keep your voice low as not to disturb other riders.
- **Carry-on Items/Packages**—Please hold all carry-ons or put them on the floor by your feet. Keep aisles clear and do not use empty seats for your packages. Drivers can refuse service to riders whose items present a safety hazard or cause inconvenience to other passengers.
- **Bus Exiting Procedures**—Quick, efficient exiting begins with standees departing first, followed by seated passengers from front to back to ensure safety and order.
- **Transit Station Boarding**—Form an orderly line inside the lobby starting from the east end. If the line gets too long, we ask that you not stand in the stairwells. Instead, form a wrap-around line along the divider ropes placed in the center of the lobby.
- **Waiting at the Park-and-Ride Lots**—We ask that riders who wait in their cars at the park-and-ride lots or the transit station to shut off their headlights, as they can be blinding to other riders in the lot.
- **Beverages on Buses**—Please transport your beverage in a sturdy container with a secure lid. Standees cannot possess any type of beverage.

Congestion cost U.S. travelers 3.7 billion hours of delay and 2.3 billion gallons of wasted fuel, totaling \$63.1 billion, according to the 2005 Urban Mobility Report. **



**US Department of Transportation, Federal Highway Administration, Season Theme Program Materials, Fall, 2007. http://www.italladdsup.gov/community_partners/fall.asp

Play It Safe at the Park-and-Ride

Your personal safety is of utmost importance to us. Please keep the following tips in mind when parking in the Transit Station or Park-and-Ride lots:

- Park in well-lit areas. Look around before leaving your vehicle.
- Always lock all your doors and make sure your windows are closed.
- Do not leave valuables in the vehicle.
- Always walk with a confident attitude.
- Have your car key in hand when returning to your vehicle. Check under and inside your car before entering.
- Report suspicious activity or crime to 911.
- Always drive with doors locked and windows rolled up.
- Keep your wallet or purse out of view, not on seat next to you.
- Do not exceed 5 mph speed limit.
- Look carefully for oncoming traffic and stop at the end of each row before proceeding.
- Always yield to pedestrians.
- The City of Maple Grove is not responsible for theft or damage to vehicles at park-and-ride lots.



Guaranteed Ride Home

In communities that use a combination of traffic congestion remedies—public transportation, bus and carpool lanes, traffic signal coordination, clearing crashes and disabled vehicles, and using signals that regulate traffic flow onto their freeways—annual congestion delay is reduced from 53 to 46 hours per person traveling in peak periods. That's like getting almost one whole work day to do something fun, instead of sitting in traffic.**

**US Department of Transportation, Federal Highway Administration, Season Theme Program Materials, Fall, 2007. http://www.italladdsup.gov/community_partners/fall.asp

You say the bus is perfect for you, but what if you need to leave work early?

It happens—kids get sick and need to be picked up; your boss asks you to work late at the last minute; there's a family emergency and you must leave work now.

With the **Guaranteed Ride Home (G.R.H.)** program, MGT riders never have to worry about being stuck at work, when they really need to be somewhere else.

When you register for the MGT **Guaranteed Ride Home** program, you'll receive two coupons every six months. The coupons are valid on any regular workday and are good for a bus, train, or cab ride home in the event of an emergency or scheduling conflict.

Guaranteed Ride Home will give you peace of mind, but you must be pre-registered to participate. Contact Metro Transit at www.metrotransit.org or **612-373-3333** to enroll and get complete details.



Using Your G.R.H. Coupons

Cab Fare

Obtain a signed, dated receipt for the cab ride. To receive reimbursement, send the original receipt, along with the G.R.H. coupon(s) within 10 days of the cab ride to Metro Transit, 560-6th Avenue North, Minneapolis, MN, 55411. If the fare exceeds \$25, you may use both coupons.

What if...?

Inclement weather, road construction or route changes can affect your commute. MGT is committed to keeping you informed and aware of any changes to routes, pick up times and places, or emergency conditions.

Rider Alerts/eSubscribe

Typically, we distribute important transit service and policy rider alerts as flyers on board the buses. Additionally, all flyers are posted on the City of Maple Grove's website, www.maplegrovetransit.org. You can also receive important rider alerts via email. Simply eSubscribe for rider alerts at the City's website.

Service Changes/Cancellations Due to Severe Weather

Any **service changes, additions, or cancellations** related to severe weather conditions will be announced on the Maple Grove Transit's Emergency Information Hotline **763-494-5994**.

In the event of **cancellation** of all Maple Grove Transit Service due to severe weather, an announcement will be made on WCCO 830 AM radio.

Should a major snowstorm occur, it is difficult for MGT to provide early or extra bus service from Minneapolis. However, MGT will make every effort to operate all afternoon trips as scheduled, unless state officials shut down the roadway system.

If Metro Transit declares a "**Snow Reroute**" due to heavy snow or ice conditions, MGT may not service certain segments of routes throughout the system. Affected segments of Maple Grove Transit include route 780, where there will be no bus service on West Eagle Lake Drive. Riders should then board buses on Hemlock.



Come Along for the Ride

If you're ready to breathe easier, stress less, save time and money, then the MGT express is your solution. MGT gives you the best reason to ride—easy come, easy go.

Bus Only Shoulder Lanes

In many cases, MGT Riders get home faster than auto drivers stuck in gridlock on the freeway. That's because buses are allowed to use the bus shoulder lanes during rush hour traffic. But as you wave to those other commuters parked on the road, keep in mind your driver must obey certain rules while using the shoulder:

- Drivers can only operate the bus on the signed segments of the bus-only shoulder lanes during rush hour traffic.
- If traffic is stopped, buses may not exceed 20 mph.
- If traffic is moving, bus speed may not travel more than 10 mph faster than the traffic, up to 35 mph maximum.
- If traffic is moving faster than 35 mph, buses must drive in the regular traffic lane.
- If snow or ice are covering the shoulder lanes, the driver will use professional judgment to determine the safest route for the bus.
- Improper use of the shoulder lanes compromise the safety of all riders and freeway users, and can jeopardize the privilege of future shoulder lane use.



Contacts

Transit Administrator

City of Maple Grove
P.O. Box 1180
Maple Grove, MN 55311

Phone: 763-494-6005 (TTY 763-494-6262)

Fax: 763-494-6421

Email: transit@ci.maple-grove.mn.us

Web: www.maplegrovetransit.org

Emergency Information Line

763-494-5994

In the event of an emergency related to Maple Grove Transit, an up-to-date message will be recorded by the Transit Administrator on this voice mailbox. Service cancellations due to severe weather will be announced on WCCO 830 AM radio and this voice mailbox.

24-Hour Automated Schedule Information Line

612-341-4BUS

Metro Transit Information Center and Customer Relations

(Routes 780, 781, 782, 783, and 784)

612-373-3333 (TTY 612-341-0140)

www.metrotransit.org

Midwest Paratransit

(Routes 787 and 788)

763-493-2200

Lost and Found

Metro Transit: 612-373-3333 (Routes 780, 781, 782, 783, 784 and 789)

Midwest Paratransit: 763-493-2200 (Routes 787 and 788)

Maple Grove Dial-A-Ride

763-493-2200

