How to use this system map:

The large map represents the major streets and areas in the city served by MATA on multiple routes. For ease of reference, all routes are color coded on the map and the frequency chart. Refer to the chart to determine the frequency of service for individual routes by day of the week and part of day.

Frequency Chart

The frequency chart shows how many minutes between each scheduled trip, according to the time of day and the day of the week. Minutes are approximate. Please see the individual route schedules for exact times.

		MC	onday	Y—F RI	DAY		SATU	JRDAY		SUNDAY		
RT #	ROUTE NAME	AM	MID	PM	NIGHT	AM	MID	PM	NIGHT	AM	MID	PM
2	Madison	30	60	60	60	120	120	120	60	60	60	60
4	Walker	45	45	45	60	45	45	45	60	60	60	60
5	Central	80	80	80	—	—			—	-		—
6	Northaven	45	_	45	_	_			—	-		_
7	Air Park	30	70	70	_	80	80	80	_	-		—
8	Chelsea	30	30	30	60	60	60	60	60	60	60	60
9	Highland	120	120	120	_	120	120	120	_	-		_
11	Frayser Raleigh	30	60	60	60	120	120	120	120	60	60	60
12	Florida	60	60	60	_	120	120	120	_	-		—
13	Lauderdale	80	80	80	_	80	80	80	_	-		—
17	McLemore	60	60	60	_	120	120	120	_	-		—
18	Hawkins Mill	30	30	30	_	30	30	30	_	-	_	—
19	Vollintine	60	60	60	_	120	120	120	_	-	_	—
21	Mt Moriah	75	75	75	_	75	75	75	_	-	_	—
22	Raines	120	120	120	_	120	120	120	_	-		—
26	Hickory Hill	120	120	120	60	120	120	120	_	60	60	60
28	Holmes	90	90	90	—	90	90	90	_	_	_	—
280	Airways Limited Stop	5 trips		5 trips	_	<u> </u>			_	-		—
30	Brooks	60	90	60	_	120	120	120	_	-		—
31	Firestone	35	_	35	_	-			_	-		_
32	East Parkway	60	60	60	60	120	120	120	_	-		_
34	Walnut Grove	120	120	120	_	120	120	120	_	_		—
340	Walnut Grove Limited Stop	3 trips	_	3 trips	_	_			_	-		—
35	South Parkway	60	60	60	_	_			_	-		—
36	Hacks Cross	40	40	40	60	80	80	80	_	90	90	90
37	Perkins	60	120	60	_	_			_	-		—
38	Boxtown/Westwood	90	90	90	_	90	90	90	_	-		—
39	South Third	40	40	40	60	40	40	40	60	120	120	120
40	Wolfchase	80	80	80	120	60	60	60	_	120	120	120
400	Wolfchase Limited Stop	1 trip		1 trip	_	_			_	-		_
42	Crosstown	30	30	30	30	45	45	45	45	50	50	50
44	Goodlett Ikea Way	120	120	120	_	120	120	120	_	-	_	—
45	Appling Farms	120	120	120		120	120	120	_	-	_	—
46	Whitehaven	120	_	120	_	_	_	_	_	-	_	—
50	Poplar	25	25	25	60	40	40	40	60	60	60	60
52	Jackson	15	30	15	90	45	45	45	90	90	90	90
53	Summer	30	60	30	120	60	60	60	_	120	120	120
56	Lamar	35	35	35	60	60	60	60	60	60	60	60
57	Park	30	30	60	60	60	60	60	60	60	60	60
64	Airport Shuttle	60	60	60	60	60	60	60	60	60	60	60
69	Winchester	60	60	60	_	60	60	60	_	_		_
82	Germantown	85	_	85	_	_		_	_	-		_
	Nonconnah Corp. Center	30	30	30								

Transit Centers

MATA has three transit centers that are available to accommodate service needs such as route and schedule information, personal trip planning, and FastPasses. Photo Identification services for youth, seniors and people with disabilities are provided by the William Hudson Transit Center and Airways Transit Center. The Customer Service Representatives at our transit centers are glad to answer your questions about bus service including bus stop locations, fares and bus arrival and departure time information. Transit passes are sold at all transit center locations.

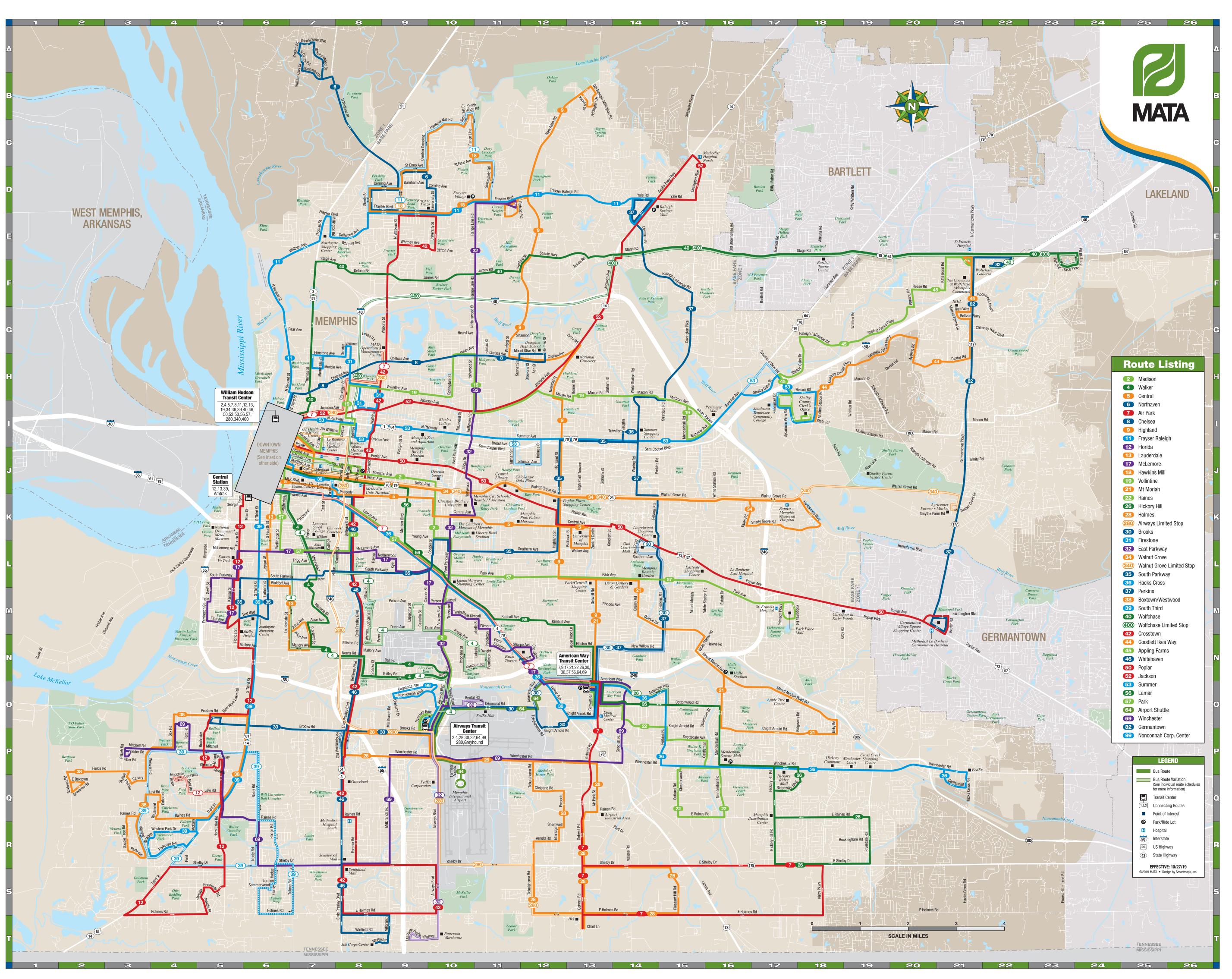
William Hudson Transit Center 444 North Main Street (901) 523-8134

American Way Transit Center 3921 American Way (901) 722-0322

Airways Transit Center 3033 Airways Boulevard (901) 722-7080



Hours of operation	n
Monday-Friday:	
Saturday:	
-	Closed
Hours of operation	n
Monday-Friday:	
Saturday:	Closed
Sunday:	Closed
Hours of operation	n
Monday-Friday:	8:00am-12:00pm
Saturday:	Closed
	Closed



Call Center and Hotline

(901) 274-6282

The MATA Call Center and hotline are available to provide information at the convenience of the customer Trained call center agents are available to help you plan or navigate your trip while on transit. Nearly 50% of all inquiries to the call center are satisfied through the 24-hour automated hotline. The recorded information gives departure times for all routes according to weekday, weekend or holiday service.

MATA Call Center hours of operation:

Monday through Friday.

..7:30am-4:00pm Saturday. . Closed

..6:00am-6:00pm

Automated hotline open 24 hours a day **Routes and Schedules**

One of the easiest ways to get route and schedule information is to call MATA at 901-274-6282. Passengers can pick up maps and schedules for routes at MATA transit centers and various locations throughout the city including the Benjamin L. Hooks library, City Hall, the U of M, and general offices. Schedules are also available online at **www.matatransit.com**.

MATA Traveler

MATA Traveler is a trip planning tool designed to give passengers real-time bus information on their mobile devices or on the web. To retrieve bus arrival times for the next three buses at a bus stop, send a text message to 41411 with the bus stop number in the following format: MATA Stop# (e.g. MATA 4379)

Passengers can also track buses in route or get bus stop information by visiting www.matatraveler.com.

TransLoc

Want to know where your bus is? Download the TransLoc rider app. Go to translocrider.com and get started today!

System Map & Rider's Guide

The Memphis Area Transit

Authority (MATA) is the public

transportation provider for the Memphis area. As the largest transit operator in the state of Tennessee, we proudly transport nearly 11 million riders a year in the City of Memphis, other parts of Shelby County, and the City of West Memphis on fixedroute bus, paratransit, and vintage rail trolleys.

Important phone numbers:

important priorio riambo	
Call Center	274-MATA (274-6282)
Lost & Found	523-8134
MATAplus	
Trolley	577-2640
Comments/Complaints	
TTY for Hearing Impaired	
Pass and ID card information	
Airways Transit	722-7080

American Way Transit. **Customer Care**

(901) 522-9175

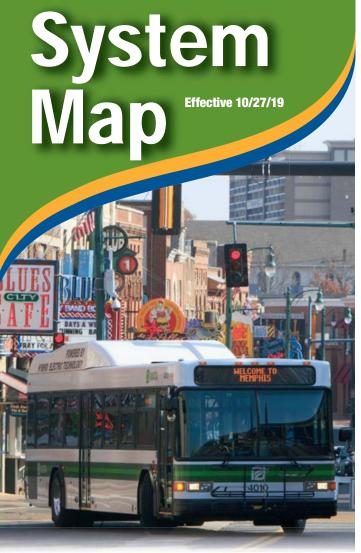
MATA strives to put its best foot forward on a daily basis. If you need to voice a concern, file a complaint about transit service or give a nod for a job well done, please call the following number



.722-0322

www.matatransit.com

Want to know where your bus is? TransLoc Download the TransLoc rider app. Go to **translocrider.com** and get started today!



(901) 274-6282 www.matatransit.com



How to Ride with MATA

Plan your trip: Before setting out, use a trip planning tool such as Google Transit or grab a schedule to learn the routes and stop times to your destination. MATA's call center and hotline also offers route and schedule information at (901) 274-6282.

Get there early: Make sure to arrive at least ten minutes early to your bus stop and stay visible by the curb as your bus approaches. If you have a mobile device handy, you can text the bus stop number from the bus stop sign to atis@matatransit.com for real-time bus information on the next three bus arrival times.

Have your fare ready: Fareboxes on buses and trolleys only accept correct change. FastPasses are available to avoid the hassle of cash fares and to help you save money on multiple rides. Remember, only daily FastPasses can be purchased from bus operators while onboard and new passes will need to be scanned the first time you use them.

Boarding the bus: The curb side of the bus is the safest place. Allow a few feet between yourself and the bus before attempting to board. If you plan to use a bike rack, alert the bus operator before you board and before you depart. Once onboard, be sure to keep your body and personal belongings out of the aisles and grab hold of handrails on full buses without vacant seats.



Fares Cash Fares

The farebox at the front of the bus is designed to accept cash fares. The farebox does not dispense change. Bus operators are not allowed to handle money or make change for fares. Before boarding the bus, make sure to have your exact fare amount ready to deposit into the fare box. Deposit dollar bills in first, face up, and then deposit change into the fare box. The fareboxes do not accept pennies or foreign objects.

All fares are designed for one-way trips.

Adult Base Fare	\$1.75
County Student Base Fare*	\$1.35
Seniors* and Individuals with Disabilities*	\$0.85
Zone 1 Fare (Base fare plus additional zone fare)**.	+\$0.85
Express Service Base Fare	\$2.35

*MATA ID REQUIRED:

Students in grades 1-12, seniors 65 years and older, and people with disabilities must have a valid MATA ID to receive fares at a reduced price. Two forms of identification must be presented to obtain ID at MATA's Customer Service Center. (A Medicare card is a valid form of identification.)

**A zone fare will be required in addition to the base fare for travel to areas in Shelby County outside the Memphis City

FastPass

The FastPass is a pre-paid pass that provides you with an unlimited number of rides at a discounted rate for the life of the pass. You can even use your FastPass on the trolleys. FastPasses can be purchased at the Customer Service Centers at the William Hudson Transit Center, the American Way Transit Center and the Airways Transit Center.

MATA offers: • Daily Pass • 7-Day Pass • 31-Day Pass

The FastPass is simple to use. When you enter the bus, activate the pass on the first use at the farebox and just swipe it for other trips. After the card is activated, the expiration date and pass information will be printed on the back of the card. The Daily pass can also be purchased on the bus. Please tell your bus operator before putting your money in the fare box, if you want to purchase a Daily FastPass. If your FastPass does not work, please return it to the Customer Service Center at the



Bus operators can activate an electronic or manual ramp for passengers in wheelchairs. The operators are required to ask passengers in wheelchairs if they need help with wheelchair securement. There is also a kneeling feature available to help persons with disabilities aboard.

Allow Space: MATA's policy requires passengers to place and hold any bags, purses, luggage, strollers, and other personal belongings in their lap or on the floor. This allows for clear bus aisles and vacant seats for passengers on full-load buses. Full-sized shopping carts, gas-fueled equipment and any other large items that obstruct bus aisles will not be permitted onboard.

Priority and courtesy seating: Seating at the front of the bus has been designated for persons with lisabilities and is the only area with wheelchair securements. MATA requests that passengers vacate the seats in this area to accommodate a passenger with a disability. As a courtesy, passengers are asked to offer a seat to seniors and adults traveling with small children

Exiting the bus: To request a stop, pull the cord above your seat or by a window. After exiting, step on the curb side of the bus. Do not cross in front of ne bus unless it is stopped at a red light.

Reduced Fare Program

MATA offers reduced fare rates for students enrolled in Memphis and Shelby County Schools, senior citizens 65 years and older, and people with disabilities on fixed route bus and trolley services. A valid MATA ID is required to qualify for the reduced fare.

Student Fare:

All students in grades 1-12 are eligible for a discounted student fare rate. Proof of enrollmen and a form of identification are required.

Senior Citizens Fare:

Persons 65 years and older are eligible to pay a fare of half the base fare. A valid form of identification with proof of age or your social security card are

Fares for Persons with Disabilities:

Persons with a disability are eligible to pay a fare of half the base fare. Persons with a Medicare card and another form of ID will be approved immediately and are not required to complete an application. Otherwise, a physician or medical professional must verify the disability as part of the application process. You can obtain an application at any MATA transit center.

William Hudson Transit Center, American Way Transit Center or Airways Transit Center. For Daily passes, the bus operator can provide a "We Care" pass if you are unable to return the pass. Torn or mutilated FastPasses will not be accepted. If you lose your FastPass, it cannot be replaced. FastPasses cannot be shared by more than one person on the same bus.

FastPass Fares:

Daily FastPass	\$3.50
7-Day FastPass	\$16.00
31-Day FastPass	\$50.00
Student Daily FastPass*	\$2.75
Student 7-Day FastPass*	\$13.00
Student 31-Day FastPass*	\$40.00
Senior/Disabled Daily FastPass*	\$1.75
Senior/Disabled 7-Day FastPass*	\$8.00
Senior/Disabled 31-Day FastPass*	\$25.00
*With a valid MATA ID card	

Accessible Services

heelchair lifts/ramps and securement

All MATA buses and trolley stations are wheelchair accessible. Upon request, bus operators are available to assist passengers in wheelchairs who may need help boarding and securing tie-down straps for onboard securement. Bus operators are required to document every instance a passenger declines wheelchair securement while on board a moving bus.

Kneeling feature

MATA buses also have a "kneeling" feature that allows the bus operator to lower the front of the bus to aid passengers with limited mobility. Please advise the bus operator if you need this service.



MATAplus

MATAplus is a curb-to-curb service designed to meet the transportation needs of persons with disabilities. You must be verified with a disability by a medical professional to qualify for MATAplus services. MATAplus service operates during the same days and hours as the fixed-route bus system.

MATAplus fares:

Base Fare in Fixed-Route Service Area \$3.50			
Zone Fare for Areas in Shelby County outside			
the Memphis City limits\$1.70			
MATAplus Card (21 Rides)\$60.00			
MATAplus Card (21 Rides) with Zone Fares \$90.00			
TTY for Hearing Impaired			

special telephone line for the hearing impaired s available by calling (901) 523-2817.

VR Phone system

The IVR (Interactive Voice Response) automated hone system is available to cancel and confirm a AATAplus trip on a touch-tone phone.

MATAplus riders will receive a telephone call a day before their trip and 10 minutes before the bus is scheduled to arrive at their pick-up

To use the IVR system, please call (901) 722-0311



How to load and unload a bike:

As the bus approaches the curb side, alert the driver before stepping in front of the bus to load the bike. Be careful not to stand in the traffic lane next to the bus.

closest to the bus, if available.

lock into place. Remove all bike accessories including water bottles, bags, helmets or other items that could fall off while the bus is in motion. Bikes cannot be padlocked while on the rack.

bus door.

position.

Once you are clear of the bus, signal to the bus operator that you have finished unloading.



Inclement Weather

crucial.

If severe weather conditions persist, MATA may detour routes and delays may occur. MATA advises riders to listen to local radio and television stations for announcements or visit **www.matatransit.com** for snow routes and more detailed information or call (901) 274-6282.



Lost and Found

unclaimed items are donated to charitable organizations.



required.

limits.

Holidav Schedule

Ouring public holidays, MATA fixed-route buses, trollevs and MATA plus service revert to Sunday service:

und toni in piùo service revere a	o ounday service.
New Year's Day	Sunday Service
Martin Luther King, Jr. Day	Saturday Service
Memorial Day	Sunday Service
Independence Day	Sunday Service
Labor Day	Sunday Service
Thanksgiving Day	Sunday Service
Day after Thanksgiving	Saturday Service
Christmas Day	Sunday Service
Please call (901) 274-6282 or vis	sit www.matatransit.co

During inclement weather, MATA recommends that passengers consider leaving one hour early for important appointments, jobs, and meetings where timeliness is

Did you forget an item on a bus? Lost and Found items are collected from buses and trolleys at the end of each service day. Items are available for pick-up after 10:00am of the next business day. All Lost and Found items are kept for a maximum of 10 days. After that time,

The Lost and Found office is located at the William Hudson Transit Center, 444 N. Main St. (901) 523-8134.

Bike 'N Ride

MATA buses are now equipped with bike racks that allow you greater travel flexibility. The bike racks are self-service, easy to use and available year round. The racks are located on the front of each bus and can accommodate all conventional two-wheeled bikes, including children's bikes. Unacceptable bikes include recumbent bikes and gas-fueled bicycles.

MATA's policy is to allow bicycles to be brought on board a bus or trolley as long as space is available and the bicycle does not block the aisle or doors. The bike owner is responsiblie for loading, unloading and supervising bikes. MATA bus operators are not allowed to assist with the racks. MATA is not liable for bicycles that are lost, stolen or forgotten on bus bike racks.



Squeeze the rack handle with one hand to release the folded bike rack and guide it down until you feel it lock into position. Use your other hand to steady your bike. Please use the back inner slot

Following the front-wheel placement guide on the bike rack, pull the wheel lock arm out and place the bike onto the tray in the slots. Once the bike is on the rack, lift the wheel lock arm securely over the top of the front wheel until you feel it

Try to sit near the front of the bus to keep an eye on your bike. As you approach your stop, tell the bus operator that you will be unloading your bike from the rack and make sure to exit from the front

To unload a bike, lower the wheel lock arm from over the top of the front wheel and simply guide the bike down onto the curb side of the bus. If the rack is empty after you unload, please place the rack handle back to its original folded



midtown and downtown.

- **The Main Street Line** serves the central business
- district, South Main District and Pinch District.

Shuttle Base Fare	\$1.00
Shuttle Reduced Base Fare*	\$.50
Daily Pass	\$3.50
Daily Pass Reduced Base Fare*	\$1.75
3-Day Pass	\$9.00
*Reduced fares are for senior citizens and persons	with
disabilities who have a valid MATA ID card.	



