

Tips for Riding Tar River Transit

Waiting for the Bus – Please try to be at the bus stop **at least 5 minutes before** you expect the bus to arrive at the specific bus stop that you plan to wait at. To make sure that the bus driver can see you, please **stand close to the bus stop sign** and always **signal the driver that you wish to ride the bus**.

Boarding the Bus – Please have your exact fare, token, transfer or transit **ticket ready before boarding** the bus. Bus drivers carry no money and cannot make change. The Farebox does not make change. If you use a transfer, **please do not put the transfer in the farebox** or leave the transfer on the driver's seat – always **hand the transfer to the driver!** Half Fare riders must have their **identification card ready to show the driver**. If you do not show your card, you must pay the full fare. In case of a dispute with a driver, please pay the fare and call 252-972-1174, TDD 1-800-735-2692. We will resolve the problem.

Please remember to ask for your transfer when you pay your fare -

*You must ask the driver for a transfer when boarding the bus, stating the route to which you want to transfer. **After you leave the drivers' area, no transfer will be issued.** You cannot obtain a transfer when you exit the bus. The transfer is time-stamped - therefore you should catch the next available bus traveling the route to which you are transferring, in order for the transfer to be valid.*

Riding the Bus – After paying your fare, move to your seat as quickly as possible. *Please respect the sign that says the **front seats are for elderly or disabled passengers**.* When walking on a bus, hold on to the grab rails or seat backs. The driver will not move the bus until he sees that you are situated. **Do not move around on a moving bus.**

Other Considerations –

- Please do not engage the driver in conversation. The driver **MUST** concentrate fully on driving the bus; he or she may be distracted by talking.
- Please use care and courtesy when carrying items such as umbrellas, groceries, etc.
- Please refrain from eating, drinking, smoking, or listening to radios without earphones on the bus.
- Help keep the buses clean, by keeping your feet off the seats and taking all trash with you.

Lost and found - If you find an item on the bus, please give it to the driver. All items left on the bus are turned in at the end of the day. If you leave an item on the bus, please call **252-972-1174**.

Exiting the Bus – Give the driver adequate notice that you want to get off the bus by pulling the bell cord at least one block before you want to get off. Wait until the bus has stopped to get out of your seat. Please **use the rear exit**; this gives boarding passengers more room to pay their fares at the front door. After you exit, **do not cross the street in front of the bus**. Please stand away from the bus and wait until it has left, before attempting to cross the street.

Transfer points – The driver will notify other buses that he/she is approaching the transfer points (Oakwood Shopping Center, Golden East Mall and the Downtown Transfer Center) so that passengers can make their connections. Occasionally buses are delayed by trains, blocked streets and traffic congestion, if this causes you to miss your transfer the driver will adjust the time-stamp on your transfer to extend the period that it is valid for. Transfers are only good for travel in one direction and cannot be used for the return trip. For example, you may not ride the bus downtown, shop for 30 minutes and then use the transfer to return home. **Transfers may not be sold or given away.** All buses in the Tar River Transit system pass through the central transfer station at 111 Coastline Street (behind the YMCA on Church Street).

Travel training - Travel training teaches individuals how to: recognize bus stop signs, read the bus schedule, ride the bus, let the driver know that he/she wishes to exit the bus, and even what to do if he/she gets confused or lost. Someone from the transit staff will work with the individual to help them plan his/her trips and even make practice trips until they become comfortable with the system. For individuals with vision impairments, Tar River Transit will work with the mobility specialist of the individual's choice to aid him/her in locating bus stops and riding the bus.

Half-Fare Bus Rider Discount Program

Seniors (60+), Medicare card holders, and disabled passengers receive a Half Fare discount on their fixed route trips. Eligible senior citizens should bring proof of his/her age to the Human Relations Department (located on the first floor of the City Administrative Complex) to receive their Senior Tar Heel identification card. Medicare card holders should bring their Medicare card to the Tar River Transit office to receive a Half Fare Card. Persons with disabilities must be certified to receive the half fare discount card; called a S.N.A.P. Card. To receive an application or obtain information about the certification, please call 252-972-1174, TDD 1-800-735-2962, or write to Tar River Transit, P.O. Box 1180, Rocky Mount, NC, 27802.

All Tar River Transit buses are wheelchair accessible.
Each bus has a wheelchair lift and two (2) securement stations and internal message signs.

Dial-A-Ride Transportation Services (DARTS)

DARTS provides transportation services to individuals with physical or cognitive disabilities that prevent them from riding the regular fixed bus service offered by Tar River Transit. Eligibility for the program is determined through a two part process: 1) Completed application, 2) In-person assessment by medical professional. For more information please call 252-972-1517 or 252-972-1516.