

## REASONABLE ACCOMMODATION:

Metrolink is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, and activities.

Metrolink recognizes that, in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. Metrolink's full Reasonable Modification Policy can be found at [MetrolinkOK.org](http://MetrolinkOK.org).

Requests for reasonable modifications can be submitted in writing by:

**Mail:**

MetroLink  
510 S. Rockford Ave.,  
Tulsa, OK 74120

**Website:**

[MetrolinkOK.org/Contact](http://MetrolinkOK.org/Contact)

Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

### MetroLink Title VI Notice

MetroLink operates public transit service without regard to race, color or national origin. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Tulsa under Title VI may file a complaint with MetroLink.

For more information on Metrolink's Civil Rights Program, and the procedures to file a complaint, contact (918) 982-6882 (TTD: 711)6882 (TTD: 711) [MetrolinkOK.org/contact](http://MetrolinkOK.org/contact) or visit us at 319 S. Denver Avenue.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention Title VI program Coordinator, East Building, 5th Floor TCR, 1200 New Jersey Ave., Washington, DC 20590.

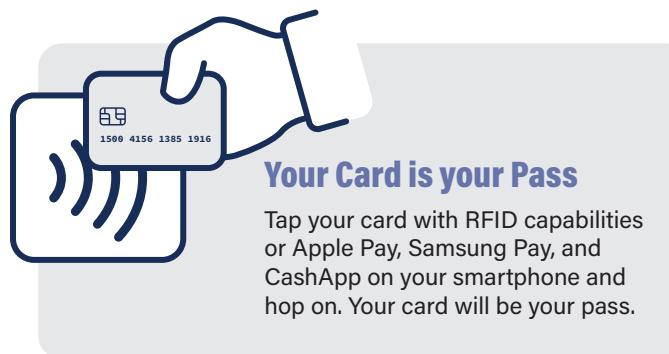
If information is needed in another language, contact (918) 982-6882 (TTD: nl)

Por favor llame al (918) 982-6882 (TTD: 711).

Nếu cần thông tin bằng ngôn ngữ khác, liên hệ (918) 982-6882.

如果需要其他語言的信息, 請聯繫 (918) 982-6882.

Rúgo xùyào qítā yǔyán de xìnxì, qǐng liánxi (918) 982-6882.



## Hours



### Denver Avenue Station Hours

319 S. Denver, Tulsa, OK

**M-F** 5:00am – 11:30pm

**Sat** 6:30am – 11:30pm

**Sun** 8:00am – 6:00pm

Customer service desk hours of operation:

**M-F** 8:00am – 5:00pm *closed 12:00pm – 1:00pm*

### Memorial Midtown Station Hours

7952 E. 33rd St., Tulsa, OK

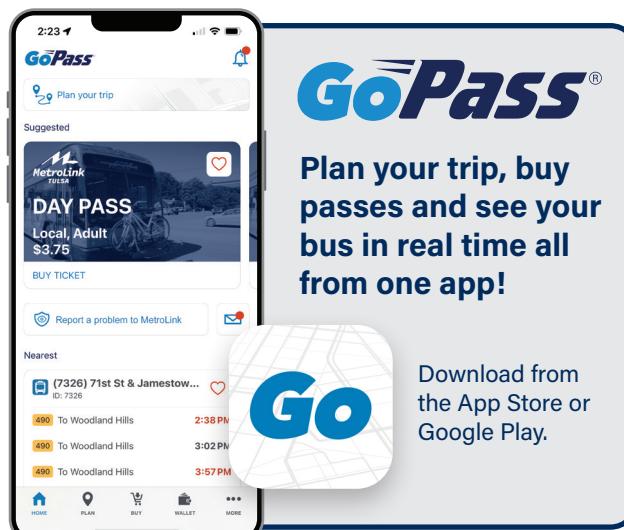
**M-F** 7:00am – 4:00pm

Customer service desk hours of operation:

**M-F** 7:00am – 4:00pm *closed 11:00am – 12:00pm*

### Holidays

MetroLink does not operate any bus service on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day & Christmas Day.



# Policies & Procedures



(918) 982-6882 **TDD Info** 711

[MetrolinkOK.org](http://MetrolinkOK.org)



# RIDER RULES AND CONDUCT GUIDE

MetroLink Tulsa is committed to safe, clean, and reliable service. By boarding any MetroLink vehicle or entering MetroLink property, you agree to follow these rules. They help protect you, other riders, and our employees.

## BOARDING & CONDUCT

Riders must board only at designated MetroLink Tulsa stops and arrive five minutes early. Have exact fare, valid pass, and ID ready before boarding. Passengers who are not prepared may be asked to wait for the next bus.

Children under 12 years old must be accompanied by an adult. Conversations with operators should be brief. Stay behind the yellow standee line when speaking with the driver.

## ATTIRE & CLEANLINESS

Proper attire is required: shirt, pants or shorts, and shoes / proper foot covering. Indecent exposure is prohibited. No eating. Drinks must be sealed or resealable.

## ANIMALS

Service animals or pets in secure carriers are permitted. Aggressive or uncontrolled animals are not allowed. Owners must clean up after pets.

## PERSONAL ITEMS

Items must fit in your lap and not block seats, aisles, or doors. Oversized or heavy items that could become projectiles may result in denied boarding. Limit belongings to a minimum.

## CONDUCT & SAFETY

Threatening, harassing, or disruptive behavior is not allowed. Smoking, vaping, alcohol, marijuana, or illegal drugs are prohibited. Keep hands, feet, and items inside the vehicle and off seats or walls. Tampering with emergency devices or entering restricted areas is forbidden. Follow operator directions at all times.

## COMMON COURTESY

Passengers seated in the ambulatory or priority seating areas are encouraged to offer their seat to riders with disabilities, seniors, or those traveling in a wheelchair or using a mobility device. Showing courtesy ensures a safer and more comfortable ride for everyone.

## FARES

Pay the correct fare before boarding. Counterfeit or misused passes are prohibited. No refunds are issued. Riders must show valid ID when requested for proper pass usage.

## WEAPONS

No firearms, weapons, or fireworks are allowed. Exceptions follow Oklahoma law: licensed handguns under the Oklahoma Self-Defense Act (TITLE 21, OKLAHOMA STATUTES, SECTION 1290.1) and unloaded rifles or shotguns in cases under the Firearms Act of 1971. Unholstering or displaying any weapon is prohibited.

## PROPERTY

Defacing, damaging, or destroying MetroLink property is prohibited and may result in prosecution.

## SOLICITATION

Panhandling, loitering, or distributing materials without permission is prohibited. Riders must have a destination when boarding.

## LOST & FOUND

MetroLink is not responsible for lost items but will attempt to return them. Items are processed at **Denver Avenue Station** and held 7 days if identifiable. Clothes, perishables or soiled items are discarded immediately. Call 918-982-6882 before visiting.

## SAFETY NOTICE & LIABILITY

MetroLink maintains an excellent safety record but cannot control other motorists or road conditions. By riding, passengers assume the normal risks of public transit, including sudden stops, turns, and evasive movements. Some seats may not have seat belts; passengers must hold a handrail while the bus is moving. Standing passengers must remain securely braced.

Failure to follow these rules may result in removal, suspension, or legal action.

For safety reasons, vehicles will not stop in active construction zones. Riders are encouraged to check for detours before boarding or exiting, as some stops may be temporarily closed or relocated during roadwork / special events.

## INCLEMENT WEATHER

MetroLink Tulsa follows local weather and safety protocols during inclement weather. Riders are encouraged to stay informed to help reduce health and safety risks.

**MicroLink:** Driveways must be cleared of snow or debris for safe boarding.

Snow routes are listed on MetroLink's website and individual route pamphlets. For updates, visit [MetroLinkOK.org](http://MetroLinkOK.org)

## SEE SOMETHING, SAY SOMETHING

Report suspicious or unsafe activity:

1. GoPass app: Tap the "Eye" icon
2. Website: [MetroLinkOK.org](http://MetroLinkOK.org) → Contact
3. Text: (918) 233-1001

Your report helps keep everyone safe.

## SAFE PLACE

If a child or teen feels unsafe, lost, or in danger, they may tell any MetroLink driver, who will contact Youth Services to ensure safety and support.

For help or to report human trafficking, call or text the National Human Trafficking Hotline at 1-888-373-7888 or text "BEFREE" to 233733 (24/7, confidential, multilingual).

## BE PREPARED

Carry your emergency contacts, stay aware of your surroundings, and know alternate routes in case of an emergency. Report anything unusual to transit staff or police right away.

## MICROLINK

### Cancellations:

No refund will be issued for cancellation. Frequent cancellations (over 5 per month) may result in suspension.

### No-Shows:

Drivers wait 2 minutes at pickup. After that, it's marked a No-Show and the fare is forfeited. Five No-Shows in 30 days results in a 30-day suspension. Appeals must be submitted within 14 days to: MetroLink Tulsa Call Center, 510 S. Rockford Ave., Tulsa, OK 74120.

### Car Seats:

Children under 8 must use a car seat in smaller MicroLink vans (Voyagers). Larger Arboc vehicles follow fixed-route bus rules and do not require car seats. Check the GoPass app or request information from representative to identify vehicle type.

## THANK YOU FOR RIDING METROLINK TULSA

Your cooperation keeps public transit safe, clean, and dependable for all. For more details on code of conduct and safety procedures visit [MetroLinkOK.org](http://MetroLinkOK.org)