

## ANIMALS POLICY:

1. Passengers with disabilities may ride with their trained service animal. Other animals must be transported in proper carriers (secure, hard-sided, waterproof and ventilated).
2. One pet limit per customer.
3. Animal carriers must fit in the customer's lap, between their feet, or under the seat. Carriers cannot block aisles or doorways.
4. Service animals may be refused if animals are not under the owner's control or pose a threat to health and safety.

## REASONABLE MODIFICATION POLICY:

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/fare-rider-guide/how-to-ride/accessibility-reasonable-accommodation/](http://MetroLinkOK.org/fare-rider-guide/how-to-ride/accessibility-reasonable-accommodation/)

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: 711).

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.

Rúguò xūyào qí tā yǔyán de xìnxi, qīng liánxi (918) 982-6882.



### Your Card is your Pass

Tap your card with RFID capabilities or Apple Pay, Samsung Pay, and CashApp on your smartphone and hop on. Your card will be your pass.



### 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

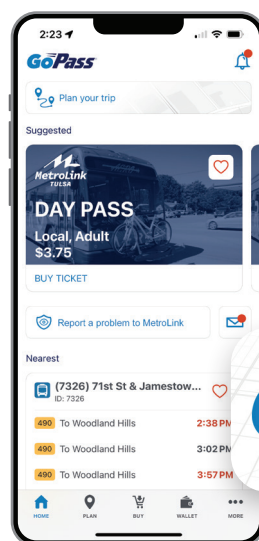
**M-F** 7:00am – 4:00pm

Customer service desk hours of operation:

**M-F** 7:00am – 4:00pm

### 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.



## GoPass®

Plan your trip, buy passes and see your bus in real time all from one app!



Download from the App Store or Google Play.

# MetroLink TULSA

(918) 982-6882 TDD Info 711

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



## RULES FOR SAFE TRAVEL ON METROLINK:

### Behavior & Items Not Allowed:

1. **Respectful Conduct:** Maintain civility; avoid fighting, loud behavior, or vulgar language to ensure a comfortable environment for all passengers.
2. **Firearms & Weapons:** Generally, firearms, weapons, or fireworks are prohibited. However, there are exceptions under Oklahoma law (21 O.S. §1290.1 et seq.), allowing certain handguns or rifles/shotguns carried in compliance with specific provisions.
3. **Hazardous Items:** Avoid carrying hazardous chemicals, materials, or sharp objects for the safety of all passengers and staff.
4. **Vandalism Prohibited:** Defacing MetroLink property is strictly forbidden and may result in police involvement and prosecution.
5. **Attire Requirement:** To board, passengers must be wearing shirts, pants/shorts, and shoes.
6. **Electronic Devices:** Use of electronic devices, including cell phones, is restricted to avoid distracting the operator; use headphones with adjusted volume to prevent disturbances.

### Additional Instructions:

1. **Wheel Hump Usage:** MetroLink discourages placing items on the wheel hump due to safety concerns; these bars are handrails, not storage areas.
2. **Conversations with Operators:** Minimize unnecessary talks with operators to avoid distractions, but feel free to ask trip-related questions.
3. **Roller Equipment:** Roller skates, blades, or scooters are not permitted on MetroLink vehicles or properties.
4. **Children & Pets:** Children under 12 require adult supervision; pets must be kept in carriers, except certified aid animals.
5. **Stroller Safety:** Fold strollers for travel; children should not remain seated in strollers during the ride.

## RIDING THE BUS

### Before Boarding:

1. **Timing:** Use the timing point before your stop and arrive 5 minutes early.
2. **Bus Stops:** Look for bus stop signs or shelters.
3. **Check Destination:** Read the bus destination sign to ensure it's the right bus.

### Boarding:

1. **Prepare Fare:** Have your fare ready before boarding.
2. **Fare Options:** Fareboxes accept cards, cash, coins, or tokens.
3. **Identify Bus:** Check the route number and destination on the front of the bus.
4. **Flashing Lights:** Indicates the bus is stopping.

### Exiting:

1. **Signal to Stop:** Pull the cord within a block of your stop.
2. **Ask for Help:** If unfamiliar, ask the driver for assistance.
3. **Exit Smoothly:** Use the rear door if possible to allow boarding.

## BIKE AND BUS

### Loading Your Bike:

1. **Pull Down the Rack:** Use one hand to release the folded bike rack, leaving your other hand free to hold your bike.
2. **Place Your Bike:** Lift your bike onto the rack, fitting the wheels into labeled slots. Load your bike in the front slot first, or if it's occupied, use the rear slot facing the opposite direction.
3. **Secure the Bike:** Raise the support arm over the front tire, ensuring it rests on the tire and not the fender or frame.

### Unloading Your Bike:

1. **Notify the Operator:** Inform the operator before your stop that you need to unload your bike.
2. **Release the Support Arm:** Lift the support arm off the tire and move it out of the way.
3. **Take Your Bike Off:** Lift your bike out of the rack.
4. **Fold the Rack (If Empty):** If there are no other bikes, fold up the rack for others to use.

## FARE PAYMENT

### Paying Fares:

1. **Prepare Payment:** Have exact fare ready.
2. **Options:** Coins, bills, fare cards, or electronic payments.
3. **Change Cards:** Can only be used on future rides or to purchase a pass. Not exchangeable for cash at any point.
4. **Understanding Payment Types:** Follow instructions for each fare type.
5. **Card validators** will be on all buses starting July 1st; Patrons will have the ability to tap their card with RFID capabilities or Apple Pay, Samsung Pay, and CashApp. Your card is your pass, no physical pass will be given.
6. **Youth rides for free:** 18 and under need to show a valid ID

### Requesting Passes:

1. **Ask Driver:** Request a Day Pass before paying fare.
2. **Additional Payment:** Insert more money if required.

### Handling Rejected Payments:

1. **Alerts:** Follow instructions on the Passenger Display for rejected payments.
2. **Retrieve Rejected Payment:** Get rejected coins/tokens from the designated cup.

## ENFORCEMENT AND LOST ITEMS:

### Consequences:

**Violation Results:** Failure to comply with these rules may result in removal from MetroLink property or suspension of bus services.

### Lost and Found:

MTTA is not responsible for any personal belongings left on board vehicles or at our facilities. Please ensure that you keep track of your items at all times.

1. **Reporting Lost Items:** If you lose or find an item, inform the operator or contact 918-982-6882.
2. **Claim Period:** Lost items should be claimed within 7 days; however, some items deemed hazardous may be disposed of immediately for safety reasons.

For specific details on the Oklahoma law regarding firearms and weapons, refer to the Oklahoma Self- Defense Act (21 O.S. §1290.1 et seq.).

Adhering to these guidelines ensures a safer and more pleasant journey for everyone using MetroLink services.

Passenger risks assumed riding on a public transit vehicle is one of the safest ways to travel. MetroLink drivers are well trained and MetroLink maintains an excellent safety record. However, MetroLink does not have control over the actions of other drivers on the road. As a rider on a MetroLink vehicle you assume the passenger risks involved in the normal operation of a moving vehicle on public streets, such as sudden stops, evasive movements, and turns. Your seat may not be equipped with a seat belt. You should always hold on to a hand rail while the vehicle is in motion. Likewise, if you are riding as a standee you should secure yourself by holding onto a stanchion or hand rail at all times. Failure to abide by these rules will result in the removal of the individual or individuals from MetroLink property and/or suspension of bus services.

## CONSTRUCTION / SPECIAL EVENTS

Be aware of construction or special events affecting the bus route; head to the nearest available stop if your usual one is affected. Stay updated on detours by signing up at:

[tulsa.rideralerts.com/InfoPoint](https://tulsa.rideralerts.com/InfoPoint)

Sign up for email and text alerts!