**RIDER ALERT**

Due to factors related to the COVID-19 pandemic, Routes 780, 782, 783, 788 and the 781A route branch have been suspended until further notice. For up-to-date information on service and policy changes not covered in this document, please see "Rider Alerts" at www.maplegrovetransit.org.
Welcome to Maple Grove Transit
Maple Grove Transit is a service offered by the City of Maple Grove providing weekday morning rush-hour express service to downtown Minneapolis with return service to Maple Grove in the afternoon rush hour.

There are three express routes serving downtown Minneapolis: 781, 784 and 785.
Route 780 is an express route to the University of Minnesota. Our frequent and convenient service allows for a hassle free and low-cost commute that is environmentally friendly and better than traveling with your personal vehicle. Our clean and comfortable buses are equipped with free Wi-Fi service.

Transit Stations
Maple Grove Transit Station (Route 781, 784 & 789)
Parkway Station (Route 785)

Our premier transit stations include FREE parking, ramps and amenities such as:
- Indoor climate-controlled seating lobby
- Canopy-covered bus pull-in lane
- Security cameras
- Restrooms
- Emergency phone

Minneapolis Route 781
Minneapolis Route 781 is a free service providing telephone accessibility to people who are deaf, hearing, deafblind, or speech disabled. Dial 781 to Make a Relay Call, which is a toll-free, nationwide relay access number. Once connected to the relay service, inform the communications assistant of the type of relay call you wish to make (i.e. HOC, VCO, STS, Spanish, etc.).

Have a Pleasant Journey
Follow these rules and guidelines to make everyone’s ride better

Caryn on Items/Packages
Please hold all handbags or purses 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.

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 we share space with other riders.

Conversations
When riding with other riders on the bus, please keep your voice low as not to disturb other riders. Do not carry on conversations with the driver.

Headphones
Keep headphones at a low volume level to keep from disturbing fellow passengers.

Bus Exiting Procedures
Quick, efficient exiting begins with standing 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 end of the line. If the line gets too long, we ask that you stand in the stairwell. Instead, form a separate line around the stairwell placed in the center of the lobby.

Priority Seating
If asked, please move from seats reserved for seniors and those with disabilities.

Beverages on Buses
Please transport your beverage in a sturdy container with a secure lid that will not slip or tip. People standing cannot possess any type of beverage.

Capacity Disclaimer
Maple Grove Transit (MGT) cannot guarantee that every person who desires to park at the park-and-ride facilities will be able to obtain a parking stall. The number of available parking stalls is a first-come, first-served basis. MGT cannot guarantee that every person who desires to ride a specific bus or trip on any given day will be able to do so, due to buses having a fixed seating and standing capacity. Bus use is available on a first-come, first-served basis.

Guaranteed Ride Home
Guaranteed Ride Home is a service offered by the City of Maple Grove to Maple Grove Transit riders who have participated in a program approved by the Minnesota Department of Transportation to provide transportation for people who are unable to drive. A single ride cash fare is $3.00. Cash payments must be made in exact change. The 10 ride ticket or Token Transit mobile pass sells for $20.00 ($2.00 per ride). You can purchase a single ride Token Transit mobile pass for $2.00. The service ticket is sold at the Maple Grove Transit office.

Paying your fare
On Board Maple Grove, please pay your fare as you board the bus.

Paying with cash
If paying by cash, board the bus prepared to pay the exact cash fare. The fare boxes take cash, coins, and credit cards, but cannot make change. If you need a transfer to ride another bus, ask the driver when you pay.

Bus Cards and Passes
To pay with a Go To Card, Metropass, U-Pass or Go-To College Pass, touch the card reader as you board. Cards and Passes are available for purchase at the Maple Grove City Collectibles store. Visit www.maplegrovetransit.org for more details and register online today at www.maplegrovetransit.org.

Have you not received your receipt?
If you have questions, please call 763-493-2200 for help or stop by the Maple Grove Transit office located at 12800 Arbor Lakes Parkway, Maple Grove, MN 55369.

See service suspension
Rider Alert on map.

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Fares & Passes
Pay for FREE and ride the bus

Maple Grove Transit Station
Serving Routes: 781, 784 & 785
9870 Maple Grove Parkway
Maple Grove, MN 55311
763-493-2200

Please visit www.maplegrovetransit.org for more information.

Safety & Security
- Effective December 4, 2023
- Free parking
- Emergency Announcements
- Restrooms
- Security cameras
- Canopy-covered bus pull-in lane
- Bike racks
- Free Wi-Fi service
- Christmas Day, and New Year’s Day. Look for details in the Connect newsletter (available on buses and in the printed brochure.

Beverages on Buses
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