**RIDER ALERT**

Due to factors related to the COVID-19 pandemic, Routes 780, 782, 783, 785, 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

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**South to Downtown Minneapolis**

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**North to Maple Grove**

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**RIDER ALERT**

No stops along the portion of a route.

Timepoint Letter

Use these points to reference timetable.

Park & Ride Lot

For info on parking and ride the bus. See other side for addresses.

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**Maple Grove Rider Guide June2022.indd**
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 two express routes serving downtown Minneapolis: 781 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 faster 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 & 785)

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 camera
• Restrooms
• Emergency phone

Minneapolis Reliability

Minneapolis Route 77 requires a free service providing telecommunication accessibility to people who are deaf, hearing impaired, or have difficulty speaking. Dial 711 to Make a Relay Call, which is a toll-free, Minnesota Relay 711 is a free service providing telephone accessibility to people who are hard of hearing, deaf, deafblind, or speech disabled. Dial 711 to Make a Relay Call, which is a toll-free, Minnesota Relay 711 is a free service providing telephone accessibility to people who are hard of hearing, deaf, deafblind, or speech disabled. Dial 711 to Make a Relay Call, which is a toll-free, Minnesota Relay 711 is a free service providing telephone accessibility to people who are hard of hearing, deaf, deafblind, or speech disabled.

Effective June 13, 2022

Fares & Passes

Rush Hours

Non-Rush Hours

Adults
$3.25
$2.50

Seniors (65+)
$3.25
$1.00

Personnel with Disability
$1.00
$1.00

Children ages 5 and under ride free with fare-paying customer(s).

Dedicated veteran ride free with VA "Service Connected" Cert.

Rush Hour: Monday–Friday 6:00–8:00 a.m. & 4:00–6:30 p.m.

Fares are subject to change.

How to Ride

Call a regional transit information representative at 612–373–3333 for help planning your trip, visit www.maplegrovetransit.org for more information, or use the online trip planner at www.metrotransit.org.

Reading Your Schedule

Lettered circles on the route maps indicate "time points." Each time point is labeled with a letter that corresponds with the same time point in the trip timetable. Use these to gauge the best time to arrive at your bus pick-up location. Your bus stop may be between time points. Please be at your stop five minutes early.

Maple Grove Bus Stops

In Maple Grove, there are no bus stops on streets. Simply flag down your driver at any safe location along the route as the bus approaches. If it’s dark, use a small flashlight to signal the driver. Get to your stop five minutes early.

Minneapolis Bus Stops

Bus stops include stops locations. All bus stops on Marionette and 2nd Avenue are signed with a letter. Maple Grove bus stops signs are signed with the letter "D" on Marionette Avenue, and outbound trips serve the stops signed with the letter "M" on 2nd Avenue. Please be at your stop five minutes early.

Route numbers on Buses

Signs above the windshield/emergency door indicate route and trip numbers, so simply check the sign to make sure you’re getting on the right bus. Sometimes, buses are used that do not display the MGT logo. When in doubt, check overheard signs, or ask the driver.

General Information

Bus racks are available on all buses.


Reduced service may be operated on the days before and after Independence Day, Thanksgiving, Christmas Day, and New Year’s Day. For details, look for the Correct newsletter (available on buses and trains prior to these) Holidays or Rider Alerts on maplegrovetransit.org.

Free parking is available at all Park & Ride lots.

Guaranteed Ride Home

What if you need to leave work early?

It happens—kids need to be picked up; your boss asks you to work late at the last minute; there’s a family emergency and you must leave work now.

With the free Guaranteed Ride Home program, Maple Grove Transit riders never have to worry about being stuck at work, when they really need to be somewhere else.

Participants can use a Guaranteed Ride Home up to four times per year or $100 in value, whichever comes first. Use it in a bus or train and we’ll reimburse your Go-To-Card pass or fare for the fare you paid.

Take a tax, car-share, transportation network company (Uber, Lyft), etc.; call a rental trip, and you’ll be reimbursed for the cost of the ride after the receipt.

Guaranteed Ride Home will give you peace of mind, but you must be registered to participate. Get more details and register online today at maplegrovetransit.org/gzh.

Rider Alerts Via Notify Me

To receive Rider Alerts via e-mail and text, go to Rider Alerts Via Notify Me. 

Pay with Mobile App

You can use the Metro Transit app to buy mobile tickets right from your smartphone, which includes single ride fare for route 780, Go to www.metrotransit.org/notify-me for details.

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Have a Pleasant Journey

Follow these rules and guidelines to make everyone’s ride better.

CARRY-ON ITEMS/PACKAGES

Please hold all carry-on or put them 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 you speak 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 standees 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, ask that you not stand in the doorway. Instead, form a semi-circle line along the divider ropes 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 spill or tipped. People standing cannot possess any type of beverage.

Capacity Disclaimer

Maple Grove Transit (MGT) cannot guarantee that every person who desires to ride a specific bus or trip on a 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.

Fares & Passes

Rush Hours

Non-Rush Hours

Adults
$3.25
$2.50

Seniors (65+)
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Personnel with Disability
$1.00
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Children ages 5 and under ride free with fare-paying customer(s).

Dedicated veteran ride free with VA "Service Connected" Cert.

Rush Hour: Monday–Friday 6:00–8:00 a.m. & 4:00–6:30 p.m.

Fares are subject to change.

MY Ride Service

The MY Ride service is an advance reservations, local bus service. Reservations are available up to 24 hours prior to your trip, and up to 30 minutes prior to your trip. Standing Orders are available for work or repeated medical.

Rider Reservation Number: 763-493-2200

Service Hours: Monday–Friday from 6:00 a.m. to 9:00 p.m. and Saturday from 8:00 a.m. to 3:00 p.m.

Service Area: The service area is limited to the City of Maple Grove boundaries, plus service to or from: City of Osseo, City of Brooklyn Park, City of Brooklyn Center, Robbinsdale Transit Center, Crystal Shopping Center, Plymouth Transit Center, New Hope Mall, Westfield Mall, and CROSS Food Shelf in Rogers. Either your trip origin or destination must include a location within the city of Maple Grove.

Fares: A single ride cash fare is $3.00. Cash fare for a round trip is $6.00. Discount fare for a round trip is $4.50. All fares must be paid in exact cash prior to boarding. Cards and Passes are available for purchase at the MGT office, and at www.metrotransit.org. For more information, call 763-493-2200.

Paying with cash

Paying with cash, board the bus prepared to pay the exact cash fare. The fares listed below and costs and complete details, click on "Fares and Passes" on our website.

Pay with Mobile App

You can use the Metro Transit app to buy mobile tickets right from your smartphone, which includes single ride fare for route 780. Go to www.metrotransit.org/notify-me for details.

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