

HOW TO USE THIS SYSTEM MAP

The large map represents the major streets and areas in the city served by MATA on multiple routes. For ease of reference, all routes are color coded on the map and the frequency chart. Refer to the chart to determine the frequency of service for individual routes by day of the week and part of day.

FREQUENCY CHART

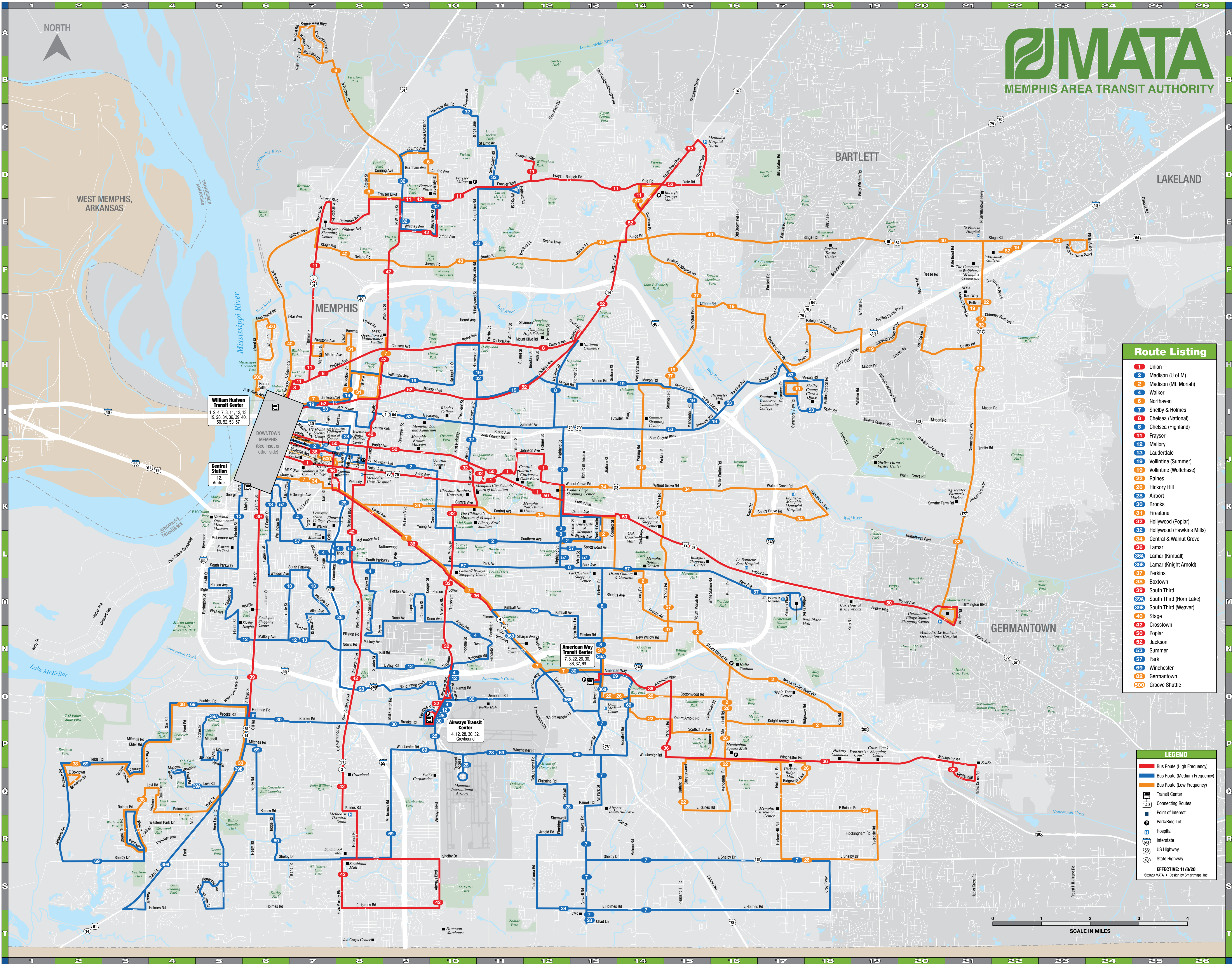
The frequency chart shows how many minutes between each scheduled trip, according to the time of day and the day of the week. Minutes are approximate. Please see the individual route schedules for exact times.

RT #	ROUTE NAME	MONDAY–FRIDAY				SATURDAY				SUNDAY		
		AM	MID	PM	NIGHT	AM	MID	PM	NIGHT	AM	MID	PM
1	Union	30	30	30	—	60	60	60	—	60	60	60
2	Madison (U of M)	60	60	60	—	60	60	60	—	60	60	60
2	Madison (Mt. Moriah)	120	120	120	—	120	120	120	—	—	—	—
4	Walker	60	60	60	60	60	60	60	—	60	60	60
6	Northaven	60	—	60	—	—	—	—	—	—	—	—
7	Shelby & Holmes	60	60	60	—	60	60	60	—	60	60	60
8	Chelsea (National)	30	30	30	60	30	30	30	60	30	30	30
8	Chelsea (Highland)	60	60	60	60	60	60	60	60	60	60	60
11	Frayser	30	30	30	60	60	60	60	60	60	60	60
12	Mallory	60	60	60	60	60	60	60	—	—	—	—
13	Lauderdale	60	60	60	—	60	60	60	—	60	60	60
19	Vollintine (Summer)	60	60	60	—	60	60	60	—	—	—	—
19	Vollintine (Wolfchase)	120	120	120	—	120	120	120	—	—	—	—
22	Raines	120	120	120	—	120	120	120	—	120	120	120
26	Hickory Hill	120	120	120	—	120	120	120	—	120	120	120
28	Airport	60	60	60	—	60	60	60	—	60	60	60
30	Brooks	60	60	60	—	60	60	60	—	—	—	—
31	Firestone	35	—	35	—	—	—	—	—	—	—	—
32	Hollywood (Poplar)	30	30	30	30	30	30	30	30	30	30	30
32	Hollywood (Hawkins Mill)	60	60	60	60	60	60	60	60	60	60	60
34	Central & Walnut Grove	120	120	120	—	120	120	120	—	—	—	—
36	Lamar	30	30	30	30	30	30	30	30	30	30	30
37	Perkins	120	120	120	—	120	120	120	—	—	—	—
38	Boxtown	90	90	90	—	90	90	90	—	—	—	—
39	South Third	30	30	30	30	30	30	30	30	30	30	30
40	Stage	90	90	90	90	90	90	90	90	90	90	90
42	Crosstown	30	30	30	30	60	60	60	60	60	60	60
50	Poplar	30	30	30	30	60	60	60	60	60	60	60
52	Jackson	30	30	30	30	60	60	60	60	60	60	60
53	Summer	60	60	60	60	60	60	60	—	120	120	120
57	Park	60	60	60	60	60	60	60	60	60	60	60
69	Winchester	60	60	60	—	60	60	60	—	—	—	—
82	Germantown	90	—	90	—	—	—	—	—	—	—	—
500	Groove Shuttle	40	—	40	—	—	—	—	—	—	—	—

- High Frequency (30 minute weekday frequency)
- Medium Frequency (60 minute weekday frequency)
- Low Frequency (Greater than 60 minute weekday frequency or weekday rush hour service only)

NOTE:

- All branches of Routes 2, 8, and 19 make inbound trips that return to Hudson Transit Center.
- All branches of Route 32 make inbound trips that return to Airways Transit Center.
- Route 7 travels from MATA Operations & Maintenance Facility to Hudson Transit Center and American Way Transit Center on Weekday AM only.
- Route 28 on Sundays only travels the portion of the route between Hudson Transit Center and Memphis International Airport.
- Route 36 alternates between trips serving Routes 36A (Kimball) and 36B (Knight Arnold) portions of the route. The “A” and “B” portions will run every 60 minutes.
- Routes 39 alternates between trips serving Route 39A (Horn Lake) and 39B (Weaver) portions of the route. The “A” and “B” portions will run every 60 minutes.
- Route 39A (Horn Lake) travels from Horn Lake to Bison and Moccasin only on inbound trips traveling to Hudson Transit Center.



Route Listing	
1	Union
2	Madison (U of M)
2	Madison (Mt. Moriah)
4	Walker
6	Northaven
7	Shelby & Holmes
8	Chelsea (National)
8	Chelsea (Highland)
11	Frayser
12	Mallory
13	Lauderdale
19	Vollintine (Summer)
19	Vollintine (Wolfchase)
22	Raines
26	Hickory Hill
28	Airport
30	Brooks
31	Firestone
32	Hollywood (Poplar)
32	Hollywood (Hawkins Mills)
34	Central & Walnut Grove
36	Lamar
36A	Lamar (Kimball)
36B	Lamar (Knight Arnold)
37	Perkins
38	Boxtown
39	South Third
39A	South Third (Horn Lake)
39B	South Third (Weaver)
40	Stage
42	Crosstown
50	Poplar
52	Jackson
53	Summer
57	Park
69	Winchester
82	Germantown
500	Groove Shuttle

LEGEND	
	Bus Route (High Frequency)
	Bus Route (Medium Frequency)
	Bus Route (Low Frequency)
	Transit Center
	Connecting Routes
	Point of Interest
	Park/Ride Lot
	Hospital
	Interstate
	US Highway
	State Highway
EFFECTIVE: 11/8/20	
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ABOUT MATA

Formed in 1975, the Memphis Area Transit Authority (MATA) is one of the largest transit operators in the state of Tennessee providing public transportation services for Memphis and Shelby County, Tennessee. MATA transports customers in the City of Memphis and parts of Shelby County on fixed-route buses, on paratransit vehicles that operate as part of the MATApus Division and trolley bus and vintage rail trolleys on three trolley lines (Main Street, Riverfront and Madison).

MATA is governed by a nine-member policy Board of Commissioners appointed by the City of Memphis Mayor and approved by the Memphis City Council. The MATA Board of Commissioners regularly meets every month. To learn information about their meetings, visit matatransit.com.

IMPORTANT CUSTOMER INFORMATION

CALL CENTER. For Customer Service, call 901.274.MATA (6282). The Call Center is open 6 a.m.-6 p.m. Monday-Friday, 7:30 a.m.-4:30 p.m. on Saturday, and closed on Sunday. Holiday hours vary. Trained call center agents can provide information about routes and schedules, trip planning, and more. An automated line is available 24 hours a day and provides recorded information about routes.

IMPORTANT PHONE NUMBERS:

Call Center901.274.MATA (274-6282)
Lost & Found901.523.8134
MATApus901.722.7171
TTY for Hearing Impaired901.523.2817
Pass and ID card information901.523.8134
Airways Transit Center901.722.7080
American Way Transit Center901.722.0322
William Hudson Transit Center901.523.8134

CUSTOMER FEEDBACK

MATA strives to put its best foot forward on a daily basis. If you need to file a complaint or give a nod for a job well done, please call or email:

901.522.9175

ridersfirst@matatransit.com



Want to know where your bus is? Download the TransLoc rider app. Go to translocrider.com and get started today!

Effective 11.8.20

System Map



901.274.MATA (6282)

www.matatransit.com

go901transit.com

(customer portal for the GO901 Mobile app)



FREE WI-FI. All MATA vehicles have free Wi-Fi service. Customers can use the GO901 Wi-Fi for general web browsing, checking emails, and using social media. GO901 Wi-Fi can not be used for downloading large files, video streaming content (i.e. Amazon Prime Video, Netflix, YouTube, etc.) and viewing inappropriate content.

HOLIDAYS. During certain observed holidays, MATA vehicles usually operate on Sunday service. To learn more about the holiday schedule, visit matatransit.com or call 901.274.MATA (6282). Information about reduced service is also posted on MATA Facebook and Twitter social media platforms (RideMATA).

LOST AND FOUND. Items are collected from buses and trolleys at the end of service each day that customers may have left behind. Items are available for pickup after 10 a.m. of the next business day. The Lost and Found office is located inside of the William Hudson Transit Center located at 444 N. Main. It is open from 7 a.m.-5 p.m. Monday-Friday. For more information, call 901.523.8134.

MATA WEBSITE. Visit matatransit.com. You can plan your trip online, connect to trip planning tools, review and download schedules, view the system map, learn operating hours for the customer counters at the Transit Centers, learn key information about MATApus services, and important MATA news and more.

GO901 MOBILE APP. Customers who download the GO901 app to their smartphone (available in the Google Play and Apple stores) can purchase standard fare tickets, all day passes, check account balances and more. Once tickets are purchased via the GO901 mobile app, customers will receive a code directly on your smartphone that can be scanned at the entrance to every bus or trolley. For more information, visit go901transit.com (this customer portal supports the GO901 mobile app) or call 901.274.MATA (6282).



MATAPLUS PARATRANSIT SERVICES. This is a curb-to-curb paratransit service designed to meet the transportation needs of persons with disabilities. The eligibility to ride on MATApus must first be verified by a medical professional and approved through and interview and functional assessment process to qualify for MATApus services. MATApus operates during the same days and times as the fixed-route bus system. Visit matatransit.com to learn more about MATApus eligibility, how to apply for MATApus services, and the current MATApus fare structure.

MATAPLUS RESERVATIONS. For reservations, call 901.722.7171. The reservations line is open from 8 a.m.-4 p.m. daily and holidays. Customers can make a reservation for trip(s) from 1-3 days in advance. Customers can also use the Interactive Voice Response (IVR) phone system to confirm or cancel a MATApus trip using a touch-tone telephone. To use this system, call 901.722.0311. Note: MATApus customers will receive a telephone call a day before their trip begins and before the paratransit vehicle is scheduled to arrive at their pick-up location.

FOR PARK AND RIDE. Park-and-Ride lots are located by certain MATA bus stops where you can park your car and enjoy a hassle-free bus ride to your destination. Park-and-Ride lots are located at the American Way Transit Center (3921 American Way), Airways Transit Center (3033 Airways Boulevard), and the Madison Park-and-Ride lot on the north side of Madison Avenue between Cleveland Street and Claybrook Street.

REASONABLE MODIFICATIONS AND ACCOMMODATIONS. To receive information on how to become certified to ride on MATApus, to request a copy of the reasonable modifications and accommodations policy, or to receive a copy of any materials in Braille, call 901.322.4080.



TTY FOR HEARING IMPAIRED. A special telephone line for the hearing impaired is available by calling 901.523.2817.

TRANSIT CENTERS. MATA operates three Transit Centers:

- Airways Transit Center** - 901.722.7080, located at 3033 Airways Boulevard
- American Way Transit Center** - 901.722.0322, located at 3921 American Way
- William Hudson Transit Center** - 901.523.8134, located at 444 North Main Street

Visit matatransit.com to learn more about customer counter service hours and services provided.



HOW TO RIDE WITH MATA (Bus and Trolley)

PLAN YOUR TRIP: Before venturing out to use public transportation, visit matatransit.com to plan your trip by using the Trip Planner on the home page or click on the MATA Traveler icon. Schedules are also available on the website and can be downloaded. You can also call 901.274.MATA (6282) to learn more about routes and schedule information (operating hours for the Call Center is listed in the Call Center section of this system map).

GET THERE EARLY: Make sure to arrive at least 10 minutes early to your bus or trolley stop and stay visible by the curb as the vehicle approaches. If you want to know where your bus or trolley is, download the TransLoc rider app. Visit translocrider.com to learn more. You can also track buses or trolleys by visiting matatraveler.com.

From time to time, MATA vehicles may be late depending on traffic or have to detour especially during inclement weather. To receive service alerts in real-time, register for the Omnilert messaging service by visiting matatransit.omnilert.net and click Sign Up and follow the prompts. Updates will be sent via email, text or voice phone calls depending on your preference.

HAVE YOUR FARE READY: All fares are designed for one-way trips. Visit matatransit.com to learn the current fare structure. Before boarding the bus

YOUR RIDE IS A HOTSPOT.

We now offer free Wi-Fi on all MATA vehicles*
*Wi-Fi not for use for streaming video

MATA logo and GO901 logo

or trolley, listed below are a few payment options:

- Exact change (pennies and foreign currency are not accepted in fareboxes nor do the fareboxes dispense change).
- FastPasses are available to avoid the hassle of cash fares and to help you save money on multiple rides. (Note: New passes will need to be scanned the first time you use them.) FastPasses are pre-paid that provide an unlimited number of rides at a discounted rate for the life of the pass. FastPasses, which can be purchased at the customer service counters at all of the Transit Centers, can be used on both bus and trolleys. When you enter the bus or trolley, activate the pass on the first use at the farebox and just swipe it for other trips. If you lose a FastPass, it cannot be replaced. FastPasses cannot be shared by more than one person on the same bus or trolley. Visit matatransit.com to learn more about which FastPasses are currently being sold.
- Use the free GO901 mobile app by downloading it to your smartphone (available in the Google Play and Apple stores). With the GO901 mobile app, you can purchase standard fare tickets, all day passes, check account balances, and more. Once tickets are purchased via the GO901 mobile app, you will receive a code directly on your smartphone that can be scanned at the entrance to every bus or trolley (please activate when you see the bus or trolley approaching). For more information about the GO901 mobile app, visit go901transit.com or call 901.274.MATA (6282).

Note: Bus and trolley operators are not allowed to handle money nor make change.

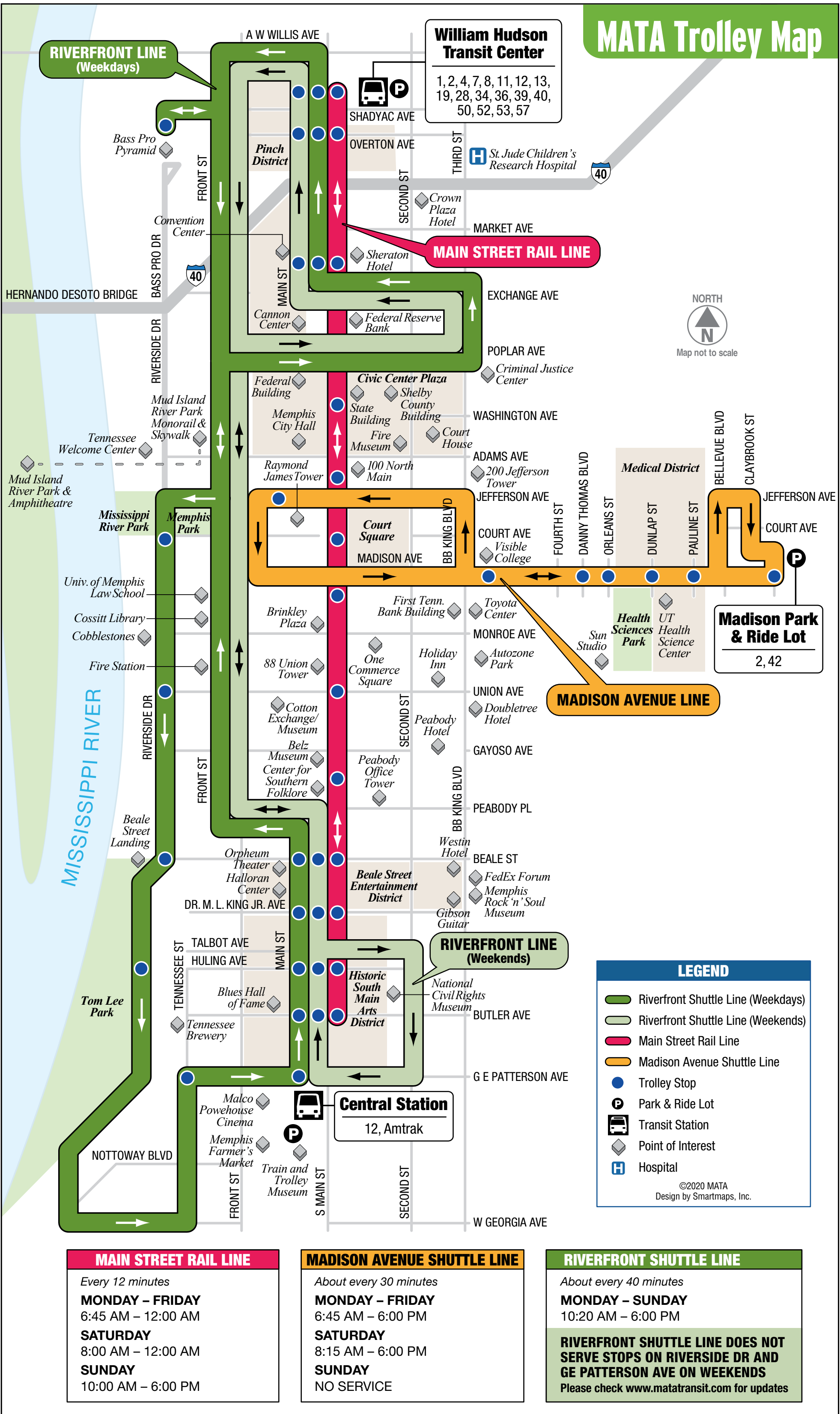
BOARDING THE BUS OR TROLLEY: The curb side of the bus or trolley is the safest place. Allow a few feet between yourself and the bus or trolley before attempting to board. Once onboard the bus or trolley, be sure to keep your body and personal belongings out of the aisles and grab hold of handrails on full buses or trolleys without vacant seats. (Note: If you plan to use a bike rack on the bus, alert the bus operator before you board and before you depart.)

Bus operators can activate an electronic or manual ramp for passengers in wheelchairs. The operators are required to ask passengers in wheelchairs if they need help with wheelchair securement. There is also a kneeling feature available to help persons with disabilities aboard. Rail trolley cars and trolley buses can also accommodate wheelchairs if disabled customers are waiting to board at wheelchair accessible trolley stations.

ALLOW SPACE: MATA policy requires passengers to place and hold any bags, purses, luggage, strollers, and other personal belongings in their lap or on the floor. This allows for clear bus aisles and vacant seats for passengers on full-load buses and trolley cars. Full-sized shopping carts, gas-fueled equipment and any other large items that obstruct bus or trolley aisles will not be permitted onboard.

PRIORITY AND COURTESY SEATING: Seating at the front of the bus has been designated for persons with disabilities and is the only area with wheelchair securements. MATA requests that passengers vacate the seats in this area to accommodate a passenger with a disability. As a courtesy, passengers are asked to offer a seat to seniors and adults traveling with small children.

EXITING THE BUS OR TROLLEY: To request a stop, pull the cord above your seat or by a



Visit Our New Improved Website - www.matatransit.com

Great Communities Deserve Great Transit

Visit matatransit.com to learn the current fare structure.

REDUCED FARE INFORMATION:

- Students in grades 1-12, senior citizens who are 65 years and older, and people with disabilities must have a valid MATA identification card to receive fares at a reduced price. In order to obtain a MATA identification card, two forms of identification must be presented. Only the William Hudson Transit Center (located at 444 North Main Street) and Airways Transit Center (located at 3033 Airways Boulevard) issue MATA identification cards. Information about the operating hours is contained in this system map. For more information about discounted fares, call 901.523.8134 or visit matatransit.com.
- Senior Citizens are eligible to pay half of the base fare. A valid form of identification with proof of age is required.

