



Rock Region  
**METRO**

## eStem Students Ride Fare-Free on Rock Region METRO Transit!

Welcome to Dropping the Caregiver  
Taxi and Teaching Your Student  
Global Citizen Skills!

### How It Works

1. Get Your Student's eStem Schools ID at the School Front Office and Make Sure It Has the Fall 2023 Semester Red Security Sticker Affixed to the Front of the ID Before Aug. 31, 2023
2. Have Your Student Present the ID to the METRO Bus Operator or METRO Connect Driver Upon Boarding
3. Mark Your Calendar for Getting Your Student's Security Sticker Updated at the School Front Office in January 2024 to the Winter/Spring/Summer Semester Sticker Color (update the sticker by Jan. 31, 2024)

### Important Notes For Trip-Planning

- METRO is operating at reduced service, post-pandemic. Find the most updated Google map of the Little Rock and North Little Rock bus and microtransit network under the [rrmetro.org](http://rrmetro.org) Services tab, under Bus Maps & Schedules or METRO Connect Zones & Hours. The eStem Schools fare agreement only applies to Little Rock and North Little Rock service; it does **not** apply to the METRO Connect Conway Zone, which is specific to Conway only and does not connect with any transit service in Pulaski County.
- Tentatively slated for late September, METRO is transitioning from its current METRO Connect ride request software, Transloc, to a new software vendor and will be scheduling public information meetings to share more about the transition in advance. Follow service alerts and [rrmetro](http://rrmetro.org) social media pages and sign up for the free newsletter at the bottom of [rrmetro.org](http://rrmetro.org) to stay abreast of these announcements. Once the microtransit software vendor transition is complete, the Transloc app will no longer operate for making METRO Connect ride requests on the Rock Region METRO system.

### Additional Key Information



Students are expected to follow **METRO's Code of Conduct**, which can be found under the Rider Info/Rider Information section of [rrmetro.org](http://rrmetro.org). Failure to follow the Code of Conduct could result in suspension from the transit system.



If your student has never used transit before, families are encouraged to practice on a low stakes day, such as on a weekend, to help them learn how the system works. Please note weekend schedules differ from weekday schedules. Visit [rrmetro.org/metro-transit-101/](http://rrmetro.org/metro-transit-101/) for more information on planning trips and [rrmetro.org/services/metro-connect/](http://rrmetro.org/services/metro-connect/) for "how to" microtransit information.



The following free apps are recommended to be downloaded:

- **METROtrack** - Track a bus or streetcar in real time to know exactly when it will arrive at a specific stop.
- **TransLoc** - Book a microtransit ride and stay informed on ride status with push notifications.

**Free WiFi** is available on all fixed route buses.



Things happen in life. Please train your student to always check for service alerts before every trip of his/her/their day to keep in-the-know about detours, service delays and other transit life curve balls. **Service alerts may be found at the top of [rrmetro.org](http://rrmetro.org) or within the Service Alerts submenu of the METROtrack app and TransLoc app.**

### Still Need Help?

Contact **METRO Customer Service** Monday-Friday,  
7:30 a.m.-4:30 p.m. at 501-375-6717 Menu Option No. 2.