

Frequently Asked Questions (FAQ's) on Using METRO



The **METRO Student Transit Pass** allows FREE and unlimited use of METRO bus routes during the academic school year, including weekends and holidays. All students will be asked to show their METRO Student Transit Pass when they board the bus. Click here for [METRO bus routes and schedules](#) and info on [Portland Schools Program](#).

1. How do I ride METRO to school? Where do I start?

- For route maps, schedules and information: Visit gpmetrobus.com
- Check out the [Regional Map](#) to determine what route you live near.
- Check out **the NEW Greater Portland Transit Guide online** for regional map, route schedules, learn-to-ride info and more. Better yet -- **pick up a copy of the Transit Guide**, available on METRO buses, the METRO Pulse on Elm Street and other locations throughout the area.
- Individual route maps are also on buses. [Click to download maps & schedules.](#)



2. Where's my bus stop?

- There are over 400 bus stops in Portland located along METRO routes.
- Most bus stops are spaced about ¼ mile apart.
- Bus signs include the route number.



3. Using Google Transit Trip Planner.



Google Transit can help you plot your trip from home to school and back:

- [Visit gpmetrobus.com](http://gpmetrobus.com) and look for Trip Planner (on left) or go directly to Google Transit/Portland.
- Type in your address (FROM), high school name (TO). Click *Get Directions*.
- Google Transit will report the walking pathway to the nearest bus stop, one (or more) bus route options and the walking pathway to the destination.
- Look for the "**Schedule Explorer**" link to set trip preferences including date, time of day, less walking, fewest transfers and fastest route. Set date to a school day and the times to before/after bell times to properly access all possible bus trips.
- Always check Google Transit results against the printed schedule, especially when a transfer between buses is necessary. Google Transit is very conservative when charting transfers, so check the schedule to confirm.

4. What bus routes travel to Casco Bay, Deering and Portland High Schools?

Where are the bus stops located?

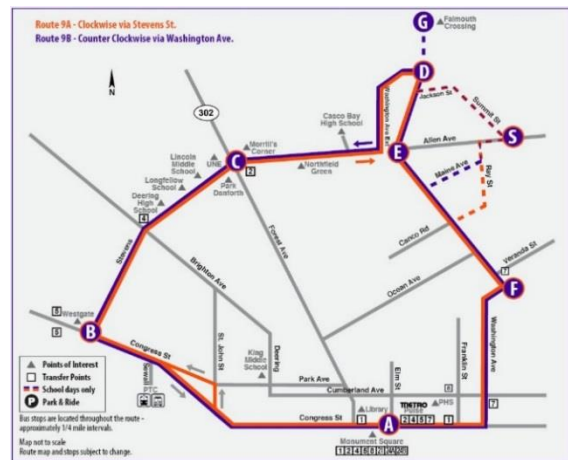
- **Casco Bay High School/PATHS - Route 9A** stops on the northbound side of Allen Ave. across the street from the access road to CBHS/PATHS. **Route 9B** stops on the southbound side of Allen Ave.

on the CBHS side of the street. **Route 2 (Forest)** stops on Forest Avenue, near Morrill's Corner. The walk distance along Allen Ave to CBHS is about 1/3 mile. If you live along other routes, transfer to 9A/9B.

- **Deering High School - Route 9A** stops on the northbound side of Stevens Ave. across the street from DHS. **Route 9B** stops on the southbound side of Stevens Ave. on the DHS side of the street. **Route 4 (Brighton)** stops at Rosemont Corner and Brighton/Stevens Avenue both of which are about ¼ mile away from Deering HS. If you live along other routes, transfer to **9A/9B** or **Route 4**.
- **Portland High School** - All METRO Routes travel near Portland High School.
 - **Route 1 (Congress), Route 8 (Peninsula) and 9A/9B** stop along Congress Street. The closest stops are Monument Square (**8**), City Hall and Key Bank (**1 & 9**).
 - **Route 2 (Forest), Route 4 (Brighton), Route 5 (Outer Congress) Route 7 (Falmouth)** stop at the METRO Pulse on Elm Street across from the Portland Public Library and next to PHS.

5. How do I read the schedule?

MONDAY THROUGH FRIDAY							
CROSTOWN LOOP VIA STEVENS AVENUE							
Library	Westgate	Morrill's Corner	Washington Auburn	Summit St./ Allen Ave	Allen's Corner	Washington Veranda	Library
A	B	C	D	S	E	F	A
5:35	5:50	6:00	6:10		6:13	6:23	6:35
6:05	6:20	6:30	6:40		6:43	6:53	7:05
6:15*	6:30*	6:40*	6:50*	6:55*		7:05*	7:25*
6:35	6:50	7:00	7:10		7:13	7:23	7:35
6:45*	7:00*	7:10*	7:20*	7:25*		7:43*	7:55*
7:05	7:20	7:30	7:40		7:43	7:53	8:05
7:25*	7:40*	7:50*	8:00*		8:03*	8:13*	8:35*
7:35	7:50	8:00	8:10		8:13	8:23	8:35



Key locations are marked as timepoints (A, B, C...).

For example, on this **9A** schedule, the bus leaves the Library, timepoint A at **7:05 a.m.**, arrives at

Westgate, timepoint B, at **7:20 a.m.**, then arrives at Morrill's Corner, timepoint C at **7:30 a.m.**

The approximate arrival at Deering High School would be about 7:25 a.m. Likewise, this trip would arrive at Casco Bay High School/PATHS between **7:30 a.m.** (timepoint C) and **7:40 a.m.** (timepoint D).

Detours, heavy traffic and poor weather can impact schedules.

Please schedule your arrival at school with time to spare!

6. What else do I need to know?

- Check the buses' destination sign to make sure you're getting on the right route.
- Anticipate when your stop is coming up and pull the yellow cord to signal the driver.
- Always show your student pass to the driver.
- Wait for the bus to leave or cross the street behind the bus.
- **Still have questions or need assistance?**
 - Call 207-774-0351, press "0" to reach customer service staff directly.
 - Send questions to: info@gpmetrobus.com
 - Customer Service Hours: Monday-Friday from 7 a.m. to 7 p.m.; Saturday from 9 a.m. to 4 p.m.
 - Visit gpmetrobus.com for trip planner, route schedules, Google Translate, route and regional maps and more.