Skip the Walk | Just Tap!
TapRide is an on-demand service offered in the industrial park Monday - Friday, from 6:15 AM to 11:15 PM, and Saturdays from 7:15 AM – 11:15 PM. Riders will receive a curb-to-curb ride anywhere in the industrial park. Riders will receive a ride to designated Transit Hub, which will allow them to gain access to the main MATBUS System.

For riders who do not have a Smartphone or need assistance, please call our dispatch line at (701) 232-7500 or use the tablets at the Hub kiosks.

How to use TapRide
1. Download by searching "TapRide" on the Google Play Store or Apple Store
2. Select "City of Fargo - MATBUS" from the list of agencies.
3. Sign into your TapRide account
   *you will need a valid email address to register for an account.
   NEW USERS: Select “Register Here” under useful links to create an account
4. Select “Request Ride” at the bottom of the screen.
5. Select your pick-up location by tapping any area within the outlined industrial park Zone or one of the Quick Stops. Select your drop-off location by tapping the drop off address bar, at the bottom of the screen, then you can select one of the Quick Stops or press the back arrow and tap anywhere in the zone. *View quick stops on the reverse side

Riders may request a ride for up to 10 people at one time, going from the same pickup location and going to the same drop off location. Riders may also request the use of the bike rack and the use of the wheelchair securement area in the confirmation screen. Once all confirmation items are selected, submit your ride by selecting the button at the bottom of the screen.

Your request will be entered into our system and you will receive an estimated time of arrival (ETA) for your pickup. Once the driver arrives, he/she will “honk,” which will send a notification to your phone letting you know your ride as arrived. In order to minimize wait times for all riders, drivers will only wait five minutes at your pick up point for you to board. After five minutes have passed, the driver will cancel your ride and move on to the next riders. If you still need the ride, you will be required to request another ride.

*When there is high demand for rides:
Tapride will queue your ride when ride requests are in high demand. This will allow the driver to pick-up and drop-off passengers in a more-timely manner. You will receive a notification and an estimated time of arrival when this occurs, however; the time will update continually and may change depending upon cancellations or new requests.

*View maps of zones & hubs on the reverse side of this document
**TapRide INDUSTRIAL PARK EXPANSION**

**STARTS AUGUST 5, 2019**

**FIXED ROUTE CONNECTIONS**
- Whale-of-a-Wash (Route 17)
- West Acres (Routes 14, 15, 16, 20, 24)

**OPERATES:**
- Monday thru Friday from 6:15am to 11:15pm
- Saturday from 7:15am to 11:15pm