



## Rider's Guide

**greenlink**  
Connecting Greenville

**864-467-5000**



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## Welcome Aboard

Greenlink is the public transportation system in Greenville, SC. The City of Greenville is contracted to operate the system by the Greenville Transit Authority (GTA). The Greenville Transit Authority's mission is to develop a sustainable transit system that connects people to prosperity, improves quality of life, and stimulates economic development.

## Services Offered

Greenlink operates three distinct services to fit a variety of needs:

- **Fixed Routes:** a variety of fixed routes serve both Greenville and the surrounding communities, connecting thousands of riders to schools, jobs, healthcare providers, shopping areas, and their homes every day. Most routes operate out of the downtown Transit Center once an hour (see individual schedules for details on operating times and stop locations).
- **Trolley Routes:** focusing on Greenville's vibrant downtown, Greenlink's fare-free trolleys operate on a continuous loop for convenient access to a variety of shops, restaurants, and entertainment options. Trolley service is provided year-round, with additional routes offered seasonally from spring to fall. Look for one of the trolley stop signs posted throughout the downtown area, or download the FindGreenlink app for real-time trolley locations.
- **Paratransit:** as an alternative for our riders who are unable to use the fixed routes, Greenville Area Paratransit (GAP) provides origin-to-destination service. This service operates in a limited area surrounding fixed routes and eligibility and certification are required. Visit [www.ridegreenlink.com](http://www.ridegreenlink.com) or call 864-467-2759 to learn more about GAP services and receive an application.



## Holiday Schedule

Greenlink services are not provided on the following holidays:

Holiday	Observed
New Year's Day	January 1
Martin Luther King, Jr. Day	Third Monday in January
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

## Fares, Transfers, Tickets, & Passes

Riding with Greenlink is an economical way to travel without the hassle and cost of using your own vehicle. Frequent riders can save even more by purchasing passes good for multiple rides. Every rider must pay a fare or use a pass purchased either in advance or directly from the Bus Operator.

Product	Full Fare Adult	Student (ID required) / Youth age 6-17	Reduced Fare (Seniors 65+, Medicare card holders, Veterans, and disability)	Age 5 & Under
One-Way / Single Trip	\$1.50	\$1.25	\$0.75	\$0
Transfer	\$0.50	\$0.25	\$0.25	\$0
All-Day Pass	\$5	\$5	\$5	\$0
7-Day Unlimited Pass (Umo)	\$12.50	\$10.50	\$6.25	\$0
20-Ride Pass (Umo)	\$27	\$22.50	\$13.50	\$0
31-Day Unlimited Pass (Umo)	\$50	\$42	\$25	\$0

## Fixed Routes

All riders using Greenlink must pay a fare when boarding or present a valid ticket/ pass to the Bus Operator. In case of a dispute with the Operator, please pay the fare and call 864-467-5000 to discuss the dispute with a Greenlink supervisor.



## Regular Fare

Single one-way trips can be purchased when boarding any bus. Let the Operator know if you are eligible for a discounted fare before paying. Fareboxes accept cash only including bills (\$1, \$5, \$10, \$20) and any denomination of coins.

Although exact change is preferred, if larger bills are used the farebox will print a declining balance change card with the excess balance. This change card can be used to pay for future tickets until the balance reaches zero. Bus Operators carry no cash and cannot make change.

All ticket sales are final; change cards may not be exchanged for cash and no refunds will be issued.

## Transfer Tickets

If you will need to transfer to another route to complete your trip, let the Operator know when you board the first bus and pay your fare. Transfers cannot be issued after you leave the Operator's area.

The transfer point for most routes will be the downtown Transit Center. All transfers have a timestamp printed on them and are valid for two hours from the time issued. All buses depart the Transit Center at the :30-minute mark of each hour. If the bus you are on is running late, there is not a guarantee that the bus you are transferring to will be at the Transit Center when you arrive. The two-hour timestamp ensures customers can use the transfer on the following trip.

When you board the second bus, put the transfer ticket in the farebox. Please do not leave the transfer ticket on the Operator's seat. Transfers are not valid for making a round trip; they are only valid for a two-hour window from the time issued and are only good for continuing your trip on another bus.

Additionally, transfers are only valid for the original purchaser and cannot be sold or given away.

## All-Day Pass

If you know you will need to make several trips in one day, an All-Day Pass can be purchased on any bus or from the information booth inside the downtown Transit Center. When purchasing an All-Day Pass on the bus, let the Bus Operator know before inserting cash or coins into the farebox. The information booth accepts cash or credit cards for All-Day Pass purchases.

All-Day Passes purchased on the bus are valid for that date only. All-Day Passes purchased at the information booth do not have to be used on the date of purchase. All-Day Passes expire at midnight (12:00 a.m.) on the day you use them, after the last trip of the day has been completed.

## Umo Passes

The Umo app or the Umo smartcard can be used to board with time-based passes (7-Day Unlimited Rides Pass or 31-Day Unlimited Rides Pass) or a trip-based pass (20-Ride Pass). Umo can also be used to pay fares using a stored value balance, similar to a gift card. Umo accounts can be loaded with cash, credit cards, or debit cards. Umo accounts default to the full fare adult rates. Visit the information booth to show proof of eligibility for discounted fares or for more information.

## Discounted Fares for Senior Citizens, Veterans, & Riders with Disabilities

All fixed route fare purchase options are available at a discounted rate for eligible riders (see the complete fare table for exact pricing). Although several proof of eligibility documents are accepted, the easiest way to let your Bus Operator know you qualify for a discount is with the Greenlink EasyID. This free photo ID lets you verify your eligibility once with Greenlink staff to continue receiving discounted fares for yourself and up to two dependent minors (see a dispatcher or visit our website for more details on how to apply).



Other proof of eligibility documents include:

- **Senior Citizen:** show the Operator your driver's license or other government-issued photo ID with your date of birth indicating you are 65 years of age or older.

- **Medicare:** show the Operator your Medicare insurance card (red, white, and blue card) when boarding to receive your discount.
- **Disability:** show the Operator your Social Security Administration disability award letter or Department of Veterans Affairs service-connected disability award letter with a rating of 60% or greater.
- **Veteran:** veterans must obtain an EasyID or use the Umo app or Umo smartcard. Proof of eligibility include Veterans ID Card (VIC), a Veteran Health Identification Card (VHIC), a Department of Defense Common Access Card (CAC) or Uniformed Services ID, a SCDMV issued license or ID with a Veteran Designation, a Certificate of Release or Discharge from Active Duty (DD-214 Form), or a certified letter from the VA Clinic or the Greenville County Department of Veterans Affairs.

### Reduced Fares for Minors, Students, & Organizations

Minors, students, and certain organizations are also eligible for discounted fare purchases (see the complete fare table for exact pricing). Discounts offered include:

- **Minors:** children age 5 and under ride free; children ages 6-17 receive a discount. Children under 13 must be accompanied by an adult.
- **Students:** show the Operator your valid student ID when boarding to receive your discount.
- **Non-Profit/Health & Human Service Agencies:** eligible organizations can purchase books of 20 single-ride tickets for distribution to their clients. A representative from the organization must provide a written statement of eligibility on official letterhead or other proof of 501(c)(3) status at the time of purchase.

### Greenville Area Paratransit (GAP)

All GAP ticket purchases for individuals are made at the same rate; no further discount is available. Tickets may be purchased at the information booth in the downtown Transit Center or you may arrange for the Paratransit Bus Operator to bring tickets to you on your next scheduled pickup. Single-ride tickets can be purchased in books of 10 tickets and used individually as needed.



All GAP trips must be scheduled in advance. Additional details on GAP service are available online at [www.ridegreenlink.com](http://www.ridegreenlink.com).



## How to Ride Greenlink

Get the most out of your trip by following a few simple tips to ensure you don't get left behind and can reach your destination safely.

### Waiting for the Bus

Be sure you have the right bus by checking the destination sign on the front or side of the bus before boarding. If you aren't sure whether you're at the bus you need, tell the Operator where you want to go and they can help you find the right one.



When waiting at a bus stop sign or shelter, make sure you stand where the Operator can see you as they approach, but be careful not to stand too close to the curb. Signal the Operator with a wave to let them know you want to ride.

Seeing passengers waiting at bus stops after dark can be especially challenging due to limited lighting in some areas. To make yourself more visible while waiting at bus stops at night, we recommend you wear bright or reflective clothing and use a flashlight or cell phone light to signal the Bus Operator as they approach the bus stop.

Track the real-time location of the buses for precise arrival predictions by using the FindGreenlink smartphone app.

### Boarding the Bus

Please have your fare or pass ready before boarding the bus. Riders eligible for discounted fares must have their identification card ready to show the driver. If you do not show your card, you will be required to pay the full fare.

After paying your fare, move toward the passenger compartment of the bus and take your seat as quickly as possible. This allows the Operator to start moving and helps keep the bus on schedule. When walking on a bus, hold onto the grab rails or seat backs. Although standing is allowed, customers are encouraged to take a seat whenever one is available and to avoid walking through the vehicle when it's in motion.

Please move to allow elderly or disabled passengers to use the priority seating area close to the front door. Remember: not everyone's disability requires a wheelchair or has other noticeable signs, so take their word for it if someone asks to use priority seating.

## **During Your Trip**

Strollers are not safe for small children on the bus and should be folded while onboard. Store packages under the seat or on your lap to keep them from moving around. All objects should be kept out of the aisle to avoid blocking it.

Help keep the buses clean by keeping your feet off the seats and placing all trash in the wastebasket at the front of the bus.

For your safety, do not move around while the bus is moving and keep all body parts inside. Please do not distract the Operator with conversation. Their job requires them to concentrate fully on driving the bus so try to wait until the bus is stopped at a light or bus stop if you need to ask a question.

Take a look around you and make note of the nearest emergency exit in case you need it.

## **Exiting the Bus**

Give the Operator adequate notice that you want to exit the bus; use the stop request cord or strip located by the windows at least one block before you want to get off.

Use the rear exit door to leave the bus (unless you brought a bicycle, then exit through the front door). This allows

boarding passengers to use the front door, and the bus can maintain its schedule more easily. Wait until the bus has stopped to move from your seat so you don't fall.

After you exit, do not cross the street in front of the bus. Traffic going by on the other side of the bus may not be able to see you. Instead, stand away from the bus and wait until it has left before attempting to cross the street.



## **Bicycles**

All Greenlink buses are equipped with convenient, easy-to-use bicycle racks capable of carrying up to three bicycles. Spaces in these racks are offered on a first come, first served basis. There is no additional fare for boarding with a bicycle.

### **To load your bicycle:**

1. Make sure the bus stops completely and the Operator acknowledges you before you step in front of the bus. Never approach a stopped bus from the street side, as you cannot safely determine when an Operator is about to leave a stop.
2. Squeeze the handle on the top of the rack and lower it. Place your bike in the rack and place the bar over your front wheel (as close to the frame as possible).
3. Remove any loose items or valuables from your bike then board the bus and pay your fare.

### **To unload your bicycle:**

1. Exit through the front door and let the Operator know that you have a bike to remove. Never step in front of the bus until you are sure the Operator sees you.
2. Remove your bike and fold up the rack if it is empty.
3. Go to the nearest curbside. Never cross in front of the bus, as passing traffic cannot see you.

Please note that bicycles with liquid lead acid batteries or gas-powered motors are not permitted on Greenlink vehicles.

## **Customer Code of Conduct**

To help keep the system running smoothly, and to ensure all our riders can safely enjoy their trips, Greenlink has implemented several rules for everyone to follow. Failure to follow these rules or the instructions of Greenlink personnel can result in removal from the bus or exclusion from the system entirely.

- No drugs, alcohol, or weapons
- No disorderly or disruptive conduct
- No threatening or offensive language
- No open food or beverage containers
- Stow and secure all personal belongings on board the bus
- No sleeping or loitering
- Unpaid fares will be reported to law enforcement



This is an abbreviated list of the Customer Code of Conduct. For the full policy and to understand how Greenlink responds to violations of the Code of Conduct, please visit [RideGreenlink.com/CodeOfConduct](https://RideGreenlink.com/CodeOfConduct) or scan the QR code with your smartphone to be directed to the website.

## **Accessibility**

All Greenlink buses are equipped with ramps or lifts to accommodate wheelchairs and other mobility devices.

## **Securement Required**

When boarding with a wheelchair, scooter, or similar mobility device, you must allow the Operator to secure it using the restraint system on the bus. This helps to keep you safe in the event of a collision or sudden maneuver. If you refuse to allow the Operator to secure your mobility device, you will not be allowed to ride.

## **Service Animals**

No special pass or enclosure is required to bring a service animal onboard, but the Operator may ask you 1) whether your animal is a service animal and 2) what kind of work it has been trained to perform. Your service animal may be refused if it poses a direct threat to the health or safety of the Operator or other riders, creates a seriously disruptive atmosphere, or is otherwise not under your control.

## **Translation Services**

Greenlink is committed to ensuring that everyone has meaningful access to services. To that end, Greenlink offers the following options for translation:

- Printed materials such as news releases, route information, passenger bulletins, and other marketing efforts can be made available in Spanish and Chinese.
- A Google Translation Gadget on Greenlink's webpage is available to convert the page to any language available in the Google Translator, including Spanish and Chinese.
- An on-call interpreter service line is available for passengers who need real-time assistance. Passengers can access this assistance by calling 1-855-938-0543.

- With advance notice of seven (7) calendar days, Greenlink will provide interpreter services at public meetings. Interpreter services offered include foreign language and hearing impaired.

For more information about these policies, visit [RideGreenlink.com/Title6](http://RideGreenlink.com/Title6).

## **Lost & Found**

If you find an item on the bus that does not belong to you, please give it to the Bus Operator and let them know where you found it. All found items are turned in to the information booth inside the downtown Transit Center at the end of the day.

If you believe you left an item onboard one of our buses, please visit the information booth inside the downtown Transit Center or call 864-467-5000 to speak with a dispatcher. Be prepared to describe the item in detail so we can be sure it belongs to you.

Items are held for 14 days; unclaimed items will be disposed of after this time.

## **Customer Service**

We want your experience to be a great one. If you have questions about how to use any of our services or have a concern regarding something you observed, please let us know. You can speak with a dispatcher at the information booth inside the downtown Transit Center or give us a call at 864-467-5000.

A complete list of all administrative policies is available online at [www.ridegreenlink.com](http://www.ridegreenlink.com).



**greenlink**  
*Connecting Greenville*

100 W. McBee Avenue  
Greenville, SC 29601  
(864) 467-5000  
[www.ridegreenlink.com](http://www.ridegreenlink.com)