

RIDER TIPS

- When the bus approaches your stop (especially at night), wave at the bus operator so they know you want to be picked up.
- Board from the front and exit out the back.
- Consider moving to the back to accommodate fellow passengers.
- Watch and listen for announcements and notices onboard the bus.
- Take all your belongings with you. If you forget something on the bus, report it at samtrans.com/lost.
- Cyclists are encouraged to let operators know they need to retrieve their bikes.
- After exiting, wait until the bus pulls away from the stop before crossing the street.

MAKE THE RIDE SAFE, CLEAN AND PLEASANT

- Keep your backpack, bags and other belongings out of the aisle to keep the path clear and safe.

- Don't put dirty items on seats, including your shoes.
- Take your trash with you.
- Use earphones to keep noise pollution onboard to a minimum.
- If you see a suspicious package, don't touch it. Tell the operator or call the Transit Police at **1-877-723-7245**.

ADDITIONAL FEATURES

- Free onboard Wi-Fi (SamTrans-WiFi)
- Buses are all equipped with bike racks.
- All buses "kneel". The front of the bus can lower 6" to make it easier for riders to get onto the first step.
- Ramps can be lowered for riders with mobility devices or when requested.

samTrans



1250 San Carlos Ave., San Carlos, CA 94070

**FOR MORE INFORMATION CALL
1-800-660-4287 | TTY 650-508-6448**



Para traducción llama al 1-800-660-4287.
如需翻譯,請電 1-800-660-4287.
Cần dịch thuật, xin gọi 1-800-660-4287.



WELCOME ABOARD! HOW TO RIDE IN 5 EASY STEPS



samtrans.com/rider-info/how-ride

SamTrans travels throughout
San Mateo County and into parts
of San Francisco and Palo Alto.

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1

PLANNING YOUR TRIP

- Use the Trip Planner at samtrans.com to get Google Maps directions.
- Explore routes with Schedules & Maps link at the top left on every page, where you will find a list of all SamTrans routes, and shuttles with stops.
- Click on the route name and you will get to the route page with its schedule, PDF and live map.
- For trip planning help, call **1-800-660-4287**
For hearing impaired call **TTY-650-508-6448**

2

BOARDING THE BUS

- Be at the bus stop a few minutes before the bus is scheduled to arrive.
- As the bus approaches, check the electronic sign on the front or side of the bus to verify the route number and destination.
- Please stand back from the curb, allow the bus to come to a complete stop, have your fare ready, and allow passengers to get off the bus before you board.

3

PAYING YOUR FARE

Acceptable Payment Forms

- Tap with Clipper
- Pay with cash (exact change only, insert flat bills and drop coins one at a time to prevent jamming)
- Use SamTrans Mobile app
- Visit samtrans.com/fares

Fare Products include:

- Single Ride Tickets
- Day Passes (purchased onboard)
- Monthly Passes (on Clipper)
- Paper Tickets

Comfort and Security

SamTrans buses have the latest safety and comfort features and are equipped with security cameras.

4

TAKING A SEAT

- The side-facing seats in the front and the first two forward-facing seats are priority seating for seniors and people with disabilities.
- For your safety, always remain seated or hold on the bar or strap when the bus is moving.

5

ARRIVING AT YOUR DESTINATION

- Before your designated stop, pull the yellow cord or press the touch bar near the window.
- If you are unable to pull the yellow cord or press the touch bar, tell the operator when you get on the bus which stop you need.
- Major intersections and transfer locations are announced.
- The bus will only stop at designated bus stops.

