



SamTrans Accessibility



Citizens Advisory Committee | February 22, 2023

Customer Service Can Help You Plan Your Trip

- Monday – Friday 7:00 am – 7:00 pm
- Sat, Sun, Holiday 8:00 am – 5:00 pm

- 1-800-660-4287 or 511

- www.samtrans.com
- www.511.org
- www.maps.google.com

Planning your trip with Google Transit

1250 San Carlos Ave, San Carlos, CA 94070

Health Plan of San Mateo, 801 Gateway Blvd, San Mateo, CA 94401

48 min

1 hr 29 min

2 hr 2 min

Time	Duration	Route
2:04 PM–3:33 PM	1 hr 29 min	398 > 292
1:43 PM–3:33 PM	1 hr 50 min	ECR > 292
1:45 PM–2:33 PM	48 min	LTD B
2:41 PM–4:43 PM	2 hr 2 min	295 > 292

1:38 PM
1/6/2021

Waiting for the Bus

- Arrive at bus stop a bit early
- Check bus stop sign to verify it is your bus stop
- Braille medallions on bus stops on El Camino Real
- When the bus arrives, audio announcements verify the bus number and direction (Or ask the Operator)



Boarding the bus



- All SamTrans buses have ramps
- Operator can kneel the bus for you
- Mobility device users can board first

Boarding the bus

- You can board with a ramp, even if you don't use a wheelchair.
- Just ask the Bus Operator.



Paying your fare

- Discounted fares available for seniors, people with disabilities or Medicare card holder. Bus Operator may ask for proof of age, disability or to see Medicare card
- Electronic payment is available with Clipper or mobile app.
- Place money in farebox or tag Clipper card



Priority Seating



Forward-facing and side facing seats in front of the bus are reserved for seniors and people with disabilities



Wheelchair securement area

- Two wheelchair securement areas
- Bus Operators are trained to secure wheelchairs



Announcements on the Bus

- Audio and visual announcements help people to navigate the system and to know when their stop is approaching
- Bus Operators will announce stops upon request.



Service animals

The Department of Transportation (DOT) defines a service animal as any guide dog, signal dog or **other animal** individually trained to work or perform specific tasks for a person with a disability



Back-up Service

- Bus Operators are required to test the ramp before starting the route.
- If the ramp fails while the vehicle is in service, the Bus Operator will call dispatch to determine when the next bus will arrive.
- If more than 30 minutes until the next bus, the dispatcher will arrange for a paratransit vehicle to transport you.



Thank You



Please email dubostc@samTrans.com with any questions.