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samTrans

SAMTRANS RIDE PLUS RIDER GUIDE & POLICIES



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DEFINITIONS

CANCELLATION AT CURB

A Cancellation at Curb occurs when a passenger cancels a trip after the driver arrives. This includes canceling via phone, web, or the app.

CURB-TO-CURB SERVICE

Transportation service that picks up and drops off passengers at a specified address generally at the curb on public streets. However, if there is a designated transit drop-off on the requested address' property (e.g., a pull through driveway at an office building), the pick-up or drop-off may occur at that location. Operators are not able to assist passengers past getting on and off the vehicle.

DYNAMIC ROUTES

Trip paths on which vehicles are routed using a proprietary algorithm that determines the most efficient path to the requested pick-up and drop-off locations, with the ability to optimize for multiple parameters (e.g., traffic, new passengers, construction).

FIXED-ROUTE TRANSIT

Public transportation that operates along designated routes with defined stop locations and schedules.

MICROTRANSIT

On-demand, shared public transportation that serves passengers using dynamic routes generated in response to individual or aggregate consumer demand, using smaller vehicles and capitalizing on widespread availability of mobile global positioning systems (GPS).

LATE CANCELLATION

A Late Cancellation occurs when a passenger cancels a trip within two hours of the requested departure time, including a Cancellation at Curb.

NO SHOW

A No-Show occurs when a passenger does not present themselves for boarding the microtransit vehicle within one minute of the vehicle's arrival.

ON-TIME

Ride Plus is on time if a vehicle arrives up to five minutes from estimated pick-up time.

PARATRANSIT

Paratransit is a public transportation service operated as a complement to public fixed-route transit but for persons with disabilities and reduced mobility that makes

them unable to use fixed-route transit independently. The Americans with Disabilities Act and implementing regulations require paratransit to be offered within 0.75 mile of fixed-route transit. SamTrans Ride Plus is not a paratransit service. Redi-Wheels and Redi Coast are the paratransit services in San Mateo County, including in the areas served by SamTrans Ride Plus.

VIRTUAL BUS STOP

An established point that is the pick-up or drop-off location for a set of addresses. Common in shopping centers, hospitals, or large office campuses.

PURPOSE & INTRODUCTION

PURPOSE

The mission of SamTrans Ride Plus is to provide curb-to-curb microtransit service within Half Moon Bay, El Granada, East Palo Alto, and the Belle Haven neighborhood of Menlo Park.

INTRODUCTION

This Rider's Guide outlines the policies and procedures for using SamTrans Ride Plus.

SamTrans Ride Plus provides microtransit service within Half Moon Bay, El Granada, East Palo Alto, and the Belle Haven neighborhood of Menlo Park. It was established to expand mobility options and provide high-quality, efficient, and sustainable public transit in areas that are historically under-invested and difficult to serve with traditional fixed-route bus service. SamTrans Ride Plus will offer shorter wait times and better reliability in the service area than traditional fixed-route bus service. The wait time for the Ride Plus service is intended to be no more than 25 minutes from time of reservation to time of pick-up.

On-demand trips mean you can access service when you need it, every day between 6:00 am and 10:00 pm in East Palo Alto/Belle Haven and 8:00 am and 5:00 pm in Half Moon Bay/El Granada based on availability, instead of having to plan your trip around a fixed-route bus schedule.

Curb-to-curb service is provided in a vehicle that will make short trips within the service area. Ride Plus is a shared transportation service that picks up and drops off passengers at addresses they provide. At certain locations, Ride Plus may use virtual bus stops, which are pick-up or drop-off spots designed for transfers to other modes of transit or as a common place in a large shopping center, hospital campus, or business park, etc.

Trips can be scheduled for same day service or up to seven days in advance. Passengers traveling outside the Ride Plus service area must plan on transferring from Ride Plus to a fixed-route bus or other mode to complete their trip.

This Rider's Guide is available in alternative formats upon request.

HOW TO CONTACT US

You may contact SamTrans Ride Plus via phone, email, or mail.

Ride Plus Customer Service is available to answer your questions and address issues you report from 6:00 am until 10:00 pm daily. Calls are answered in the order in which they are received.

Phone: 650-238-5880

Website: www.samtrans.com/rideplus

Address:

San Mateo County Transit District

Attn: Bus Contracts

PO Box 3006

San Carlos, CA 94070

RIDING SAMTRANS RIDE PLUS

SERVICE AREAS

SamTrans Ride Plus Service Area: East Palo Alto / Belle Haven



SamTrans Ride Plus Service Area: Half Moon Bay / El Granada



HOURS OF RIDE PLUS SERVICE

Every day from 6:00 am until 10:00 pm in East Palo Alto/Belle Haven.

Every day from 8:00 am until 5:00 pm in Half Moon Bay/El Granada.

SCHEDULING A TRIP

Ride Plus trips can be scheduled for immediate use or up to seven days in advance.

THREE WAYS TO SCHEDULE A TRIP:

- Use the SamTrans Ride Plus app, available for download from the Google Play Store or Apple App Store
- Book online at: <https://samTrans.link-microtransit.com/>
- Call 650-238-5880 (hours of operation: 6:00 am – 10:00 pm daily)
- You must have the following information on hand before you call:
 - Your name
 - A telephone number where you may be contacted
 - Your preferred pick-up or drop-off time
 - Your pick-up address
 - Your destination address
 - Whether you use a wheelchair, scooter, or other mobility device

BOOKING A TRIP BY PICK-UP TIME OR ARRIVAL TIME

When booking a trip, users can choose a time to “leave at” or “arrive before”.

CHANGING YOUR PICK-UP LOCATION OR DESTINATION

You can change your existing booking up to 20 minutes before pick-up. A trip can be cancelled through the SamTrans Ride Plus app, the booking website, or by calling 650-238-5880.

USING RIDE PLUS TO CONNECT TO SAMTRANS BUSES

Ride Plus passengers will be able to connect to SamTrans fixed-route buses to travel outside the Ride Plus service areas. Below are the routes serving each Ride Plus service area:

- Routes EPX, 280, 281, 296 serve the East Palo Alto/Belle Haven Ride Plus service area
- Routes 117 and 294 serve the Half Moon Bay/El Granada Ride Plus service area

SamTrans bus stops will be shown on the SamTrans Ride Plus app and on the booking web page. Passengers can choose them as their pick-up or drop-off location. The following stops are recommended for transfers for each route:

ROUTE	RECOMMENDED BUS STOPS
280 Purdue/Fordham – Palo Alto Transit Center	Pulgas Ave & O’Connor St Purdue Ave & Fordham St
281 Stanford Oval – Onetta Harris Center	University Ave & Donohoe St Bay Rd & University Ave Onetta Harris Community Center
296 Redwood City Transit Center – Bayshore/Donohoe EPX East Palo Alto – San Bruno BART via SFO Airtrain	E Bayshore Rd & Donohoe St Bay Rd & University Ave
117 Linda Mar Park & Ride – Moonridge Apartments	Ave Alhambra & Vallejo St Strawflower Shopping Center Main St & Lewis Foster Dr Kelly Ave & Church St Main St & Poplar St Moonridge Apartments
294 Hillsdale Shopping Center – Half Moon Bay	Main St & Poplar St

When transferring from Ride Plus to SamTrans fixed-route bus service, Clipper and SamTrans mobile app users will have free two-hour transfers, which is the same rule as for transfers between fixed routes.

BOOKING A TRIP FOR MORE THAN ONE PERSON

When booking a trip, passengers will be prompted to mark how many passengers are traveling with them and how each person will pay their fare. For non-wheelchair accessible vehicles, passengers can book up to 11 seats. For wheelchair-accessible vehicles, passengers can book up to seven seats plus one wheelchair securement space.

Please remember that all passengers in one booking need to travel at the same time and get picked up and dropped off at the same location.

RIDING WITH MOBILITY DEVICES

Paratransit is a public transportation service operated as a complement to public fixed-route transit but for persons with disabilities and reduced mobility that makes them unable to use fixed-route transit independently. The Americans with Disabilities Act and implementing regulations require paratransit to be offered within 0.75 mile of fixed-route transit. SamTrans Ride Plus is not a paratransit service. Redi-Wheels and Redi Coast are the paratransit services in San Mateo County, including in the areas served by SamTrans Ride Plus.

Ride Plus uses accessible vehicles to transport both ambulatory customers and customers who use wheelchairs, scooters, and other mobility aids requiring a lift to board a vehicle.

Ride Plus vans and lifts hold wheelchairs, scooters, and other mobility devices up to 51" long and 34" wide and up to a maximum of 800 pounds when occupied. Mobility aids beyond these specifications might not be transportable. If you have concerns, please contact Accessible Services at **650-508-6247**

Passengers traveling with mobility devices should choose "Wheelchair Accessibility" in their user profile or communicate that to Customer Service if booking over the phone.

Customers who require the use of a wheelchair lift may be asked to go to the nearest open curb space or driveway for the lift to be deployed, as Ride Plus is a curb-to-curb service.

Passengers must allow the Ride Plus vehicle operator to secure their mobility device. However, if your mobility device cannot be properly secured, you may still use Ride Plus.

Ride Plus is not a paratransit service under the ADA.

RIDING WITH BICYCLES

Ride Plus is unable to accommodate bicycles currently.

FARES

Fares on Ride Plus are the same fares as SamTrans fixed route as dictated in the SamTrans Fare Structure. All passengers will be charged the local fare based on the fare categories shown below. Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit and their personal care attendants pay Eligible Discount fares.

LOCAL FARES	Cash or Mobile#	Clipper#	Day Pass (Cash or Mobile)	Monthly Pass (Clipper)
Adult (Age 19 through 64)	\$2.25	\$2.05	\$4.50	\$65.60
Youth* (Age 18 & younger)	\$1.10	\$1.00	\$2.00	\$27.00
Eligible Discount** (Senior / Disabled / Medicare cardholder)	\$1.10	\$1.00	\$2.00	\$27.00

Clipper and SamTrans Mobile: Free 2-hour transfers for Local fares.

* One child (age 4 and younger) rides free with each adult or eligible discount paying passenger. Additional children are subject to Youth fare.

** Seniors (65 years or older) and passengers with disabilities, who present a Regional Transit Connection Discount Card or a current Disabled Placard Identification card issued by the Department of Motor Vehicles or a valid transit discount card issued by another California transit agency which is equivalent to the RTCDC, or those who are Medicare cardholders may ride for a discounted fare.

PAYING FOR YOUR RIDE

Passengers have several payment options, including paying with exact cash on board, tapping a valid Clipper card or mobile app on the Clipper reader, or showing a valid pass to the driver. Check the SamTrans website for a list of accepted passes. Drivers do not provide change or accept tokens or change cards. Drivers will verify and accept fare payments upon boarding.

Passengers will be asked how they plan to pay their fare when they book their trip and will pay once on board. If two or more people plan to book one trip together, the person booking the trip must mark how each passenger plans to pay their fare upon boarding.

If a passenger marks one fare payment method during booking but needs to use a different method upon boarding, the passenger needs to call Ride Plus Customer Service to update their fare payment method.

REAL TIME ALERTS

Your booking will specify an estimated time for pick-up. We advise you to reach your pick-up location five minutes before your estimated pick-up time. For app users, we will send you an updated arrival time via the Ride Plus app as it gets closer to the time of your ride. You have the option to use the mobile app to track your vehicle's location in real-time as it comes to pick you up.

As a courtesy to your fellow passengers, the driver will wait no more than one minute. To stay on schedule, the vehicle will depart if you do not show up within the one-minute waiting period.

RECOGNIZING THE SAMTRANS RIDE PLUS VEHICLE

SamTrans Ride Plus vehicles, like SamTrans buses, have distinctive coloring and graphics. In addition, the app and SMS notifications will provide the vehicle make, model, year, and vehicle identification number you are expecting as your ride approaches.



RIDE PLUS DRIVERS

SamTrans is using a third-party vendor to provide Ride Plus service. As with all SamTrans services, all drivers are screened before they are hired and have received specialized safety training, including incident prevention.

DRIVER ASSISTANCE

SamTrans Ride Plus drivers will provide the following assistance to customers:

- Ask customers for their name and validate and accept cash, Clipper or pass fares for the trip.
- Ask the customer "How may I assist you?"
- Offer the usage of a posey belt, which fits around the passenger and mobility device (if using).

- Guide customers who are blind or have low vision (per the customer's approval/request) from the curb onto the vehicle and from the vehicle onto the curb. Offer usage of seat belt.
- Operate vehicle lift if required and ensure proper securement of wheelchairs/scooters.
- Offer an arm for stability to assist a passenger to board and disembark.
- Carry up to four standard grocery bags.

It is important to note that the driver is not a personal care attendant and is not permitted to aid with personal requests beyond what is outlined in this guide.

Customers are responsible for planning for any additional assistance.

- Leaving the immediate vicinity of the vehicle.
- Assisting a customer using a wheelchair up or down steps or curbs.
- Waiting with customers at their destination.
- Handling a service animal.
- Operating the controls of an electronically operated mobility device.
- Making personal, unscheduled stops at the request of the customer.
- Installing child and booster seats.

GROCERIES AND SHOPPING BAGS

1. You may carry only as many grocery bags or shopping bags as you can carry on and off the van in one trip by yourself. Drivers will assist in carrying items on or off the van only.
2. If carrying items on or off the van, you may request use of the lift for assistance, if needed.
3. All bags must be completely out of the aisle and secured by you. If this is not possible, the driver may refuse to transport you.
4. If the vehicle is full, you must keep your bags in your own seating area.
5. Under no circumstances will the bags be stored in the wheel well area or in an area that blocks access to doors.

6. The bags may be stored in the wheelchair securement area if they are secured by you. If the wheelchair securement area is needed for a passenger who uses a wheelchair as a mobility device, you must move the bags to another area.
7. If you use a wheelchair as a mobility device, you are limited to the number of bags and other items that can safely be attached to the wheelchair. The number and location of the items must not interfere with the process of safely securing the wheelchair using a four-point tie-down.
8. If the bags cannot be accommodated under these guidelines due to the number of bags blocking or narrowing the aisle, the driver may deny you a ride.

EMERGENCY PROCEDURES

In the event of an accident or emergency, please remain calm and follow the driver's instructions.

A passenger who becomes ill, or notices another passenger who may be ill, should immediately inform the driver.

RIDE TIME

SamTrans Ride Plus provides a "shared-ride" microtransit service. This means other passengers with different destinations may be picked up and/or dropped off along the way to your destination. This can result in your trip taking longer than if you were to take a taxi or drive yourself.

SamTrans Ride Plus does not guarantee a maximum trip time due to the flexible routing based on real-time ride requests. However, the app will provide an estimated arrival time.

WHILE RIDING

The driver will strive to ensure temperatures inside the vehicle are comfortable for all passengers. Passengers may request temperature changes, but it is at the discretion of the driver.

Feel free to sit in any available seat; however, if a senior or an individual with disabilities boards and you are willing, please move to the back of the van to open more accessible seats.

RATE YOUR TRIP

At end of the trip, mobile app customers will be invited to rate their ride and submit comments about SamTrans Ride Plus.

CANCELLATIONS & NO SHOWS

When you book a ride with SamTrans Ride Plus you are making a commitment to the system and the driver as a schedule is created to accommodate your trip. If for some reason you are not able to take the ride, we advise you to cancel the trip as soon as possible.

SamTrans reserves the right to modify, suspend, or cancel service during times of hazardous weather or during other conditions that may jeopardize the safety of our passengers, our employees, or our vehicles. On days when bad weather is predicted, check <https://samTrans.link-microtransit.com/> or call 650-238-5880

Passengers are encouraged to sign up for Ride Plus email and text message notifications at www.samtrans.com/rideplus to stay informed about conditions that could affect Ride Plus operations.

If you see or hear a notification that SamTrans buses are operating on the Emergency Service Plan (ESP) or that SamTrans bus service is suspended or shut down, SamTrans Ride Plus trips will be cancelled for that day. You may also call 650-238-5880 for a recorded announcement about the status of SamTrans bus and SamTrans Ride Plus service.

If you are traveling during times of inclement weather, be sure to be prepared for longer ride times.

LOST AND FOUND

SamTrans Ride Plus is not responsible for lost or stolen items. If you believe that you have lost something on SamTrans Ride Plus call 650-238-5880 for assistance.

RIDE PLUS POLICIES & RULES OF CONDUCT

RIDING WITH CHILDREN

Children under 11 must be accompanied by a responsible caregiver.

In compliance with California law, all passengers under age eight or under 4'9" in height must ride in an appropriate Child Restraining System, such as a safety seat or booster in the back seat. All passengers under age two must ride in an appropriate rear-facing safety seat unless the child weighs 40 or more pounds or is 40 or more inches tall.

Caregivers must provide an appropriate safety seat and install it in the vehicle. Unfortunately, while drivers can provide information about LATCH attachment points, they cannot assist caregivers with installation.

SEAT BELT POLICY

All passengers are subject to California's Mandatory Seat Belt law and must always wear both the lap belt and shoulder belt while riding SamTrans Ride Plus. The belts are designed to protect passengers and drivers and to prevent injury. If you need help with your seat belt, please ask the driver for assistance.

Passengers must comply with the SamTrans Ride Plus Seat Belt Policy, or they will not be transported.

RULES OF CONDUCT

SamTrans Ride Plus has a list of common-sense rules to ensure the safety of all passengers and drivers. We ask that all passengers and any traveling companions observe the following Rules of Conduct:

- Be ready for pick-up five minutes before your scheduled trip and board the vehicle promptly. Drivers will only wait one-minute for pick-up.
- Pay cash fare, tap Clipper card/Clipper mobile app, or show pass to driver when boarding the vehicle.
- Cancel reservations in a timely manner.
- Remain seated once on board.
- Always wear your seat belt during transport.
- Depart the vehicle upon request of an authorized SamTrans Ride Plus representative, including the driver.
- Do not eat or drink in a SamTrans Ride Plus vehicle except for health reasons.
- Do not smoke pipes, cigarettes, e-cigarettes (including vape pens), cigars or any other objects in a SamTrans Ride Plus vehicle.
- Keep head, arms, and other body parts inside the vehicle.
- Keep mobility devices in good condition and be able to operate them without driver assistance.
- Keep service animals, such as guide dogs, under the owners' control. Service animals can ride on the floor or on the owner's lap, if necessary, but must not block the aisle. If the animal misbehaves, the customer will be asked to remove the animal from the vehicle. Riding privileges may be revoked for repeated misbehavior.
- Refrain from petting other passengers' guide dogs or other service animals without the permission of the owner.
- Do not operate or tamper with any vehicle equipment.
- Do not use abusive, threatening, or obscene language or actions.
- Do not play music, electronics, or other noisy equipment while on board without headphones.
- Do not ride with open containers of alcohol or with illegal drugs.
- Wear shirts and footwear.

- Do not bring flammable or explosive materials on transit vehicles (except for mobility aids).
- Do not litter.
- Responsible caregiver must accompany children under the age of 11.
- Treat SamTrans and Ride Plus staff, drivers, and other passengers with respect.

Customers who do not demonstrate appropriate behavior may be sanctioned. Sanctions range from a verbal warning to suspension of service, depending on the severity of the offense. Customers who behave in a violent or seriously disruptive manner may be subject to immediate and permanent suspension.

Examples of inappropriate behavior include:

- Speaking or behaving abusively or making threats toward staff or other passengers.
- Refusing to remain seated and belted in.
- Opening vehicle door while vehicle is in motion.
- Being excessively noisy.
- Allowing someone else to ride using your name.
- Failure to maintain adequate personal hygiene.
- Repeatedly failing or refusing to pay the correct fare upon boarding.

If an investigation reveals that a customer's disruptive behavior is due to a disability and is beyond the customer's control, the customer's service won't be suspended.

However, Ride Plus may require the customer to travel with a personal care attendant to prevent or control the behavior. If this does not help, the customer's service may be discontinued.

Customers who have been notified in writing that their right to transportation has been suspended due to behavior may appeal the suspension to the SamTrans Manager, Bus Contracts, who will set up an appeal hearing with appointed panel members.

Requests for appeals must be made in writing to:

SamTrans
Attn: Bus Contracts
PO Box 3006
San Carlos, CA 94070-1306

Passengers subject to immediate suspension for violent or seriously disruptive behavior may not ride unless or until the term of their suspension is complete, or their suspension is overturned on appeal.