



SamTrans Accessibility



Citizens Advisory Committee | August 28, 2024

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

The screenshot shows a Google Maps interface with a transit route planned from 1250 San Carlos Ave, San Carlos, CA to Health Plan of San Mateo, 801 Gateway Blvd, San Mateo, CA. The route is highlighted in blue and includes a train segment from SFO Airport Terminal A - Lower Level to San Mateo, and a bus segment from San Mateo to the destination. The total travel time is 2 hours and 2 minutes.

Transit Options:

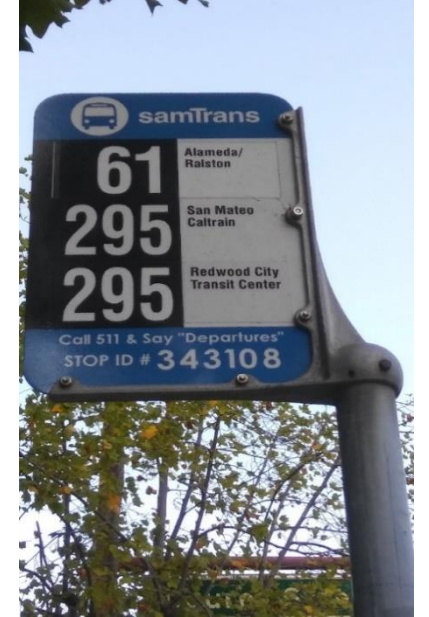
Time	Duration	Route
2:04 PM – 3:33 PM	1 hr 29 min	398 → 292
1:43 PM – 3:33 PM	1 hr 50 min	ECR → 292
1:45 PM – 2:33 PM	48 min	LTD B
2:41 PM – 4:43 PM	2 hr 2 min	295 → 292

Map Details:

- Origin: 1250 San Carlos Ave, San Carlos, CA 94062
- Destination: Health Plan of San Mateo, 801 Gateway Blvd, San Mateo, CA 94401
- Key Landmarks: SFO Airport Terminal A - Lower Level, San Mateo, Burlingame, Foster City, Redwood City, Palo Alto.
- Estimated Total Duration: 2 hr 2 min

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.

Mobility Management

- SamTrans is the mobility manager for San Mateo County.
- Customer Service can refer you to additional transportation options.
- [Senior Mobility Guide](#) provides information on transportation alternatives, including non-profit organizations, cities, and for-profit organizations.
- Program Coordinator, Senior and Veteran Mobility, gives presentations to many groups and manages Mobility Ambassadors.



Thank You



Please email dubostc@samTrans.com with any questions.