



# SamTrans Accessibility



Citizens Advisory Committee | September 25, 2024

# Customer Service Can Help You Plan Your Trip

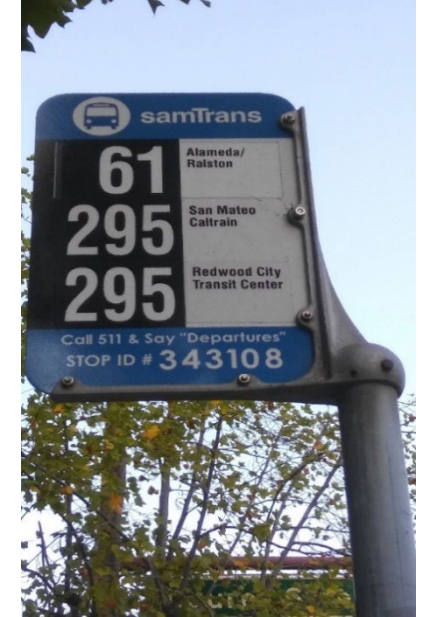
- Monday – Friday 7:00 am – 7:00 pm
- Sat, Sun, Holiday 8:00 am – 5:00 pm
- 1-800-660-4287 or 511
- [www.samtrans.com](http://www.samtrans.com)
- [www.511.org](http://www.511.org)
- [www.maps.google.com](http://www.maps.google.com)





# 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](mailto:dubostc@samTrans.com) with any questions.