

SamTrans OnDemand FAQs



We know you probably have
some questions ...

Why is the FLX Pacifica changing?

SamTrans is replacing its FLX Pacifica scheduled loop/on-demand service with a year-long on-demand ride-share pilot called **SamTrans OnDemand**.

The goal of bringing ride-sharing to Pacifica is to improve mobility in the area and to determine whether an on-demand service like **SamTrans OnDemand** can provide a more convenient option for our current riders while also encouraging new riders to use the transit system.

SamTrans OnDemand allows riders to request a trip through a smartphone app or through the SamTrans Customer Service Call Center. Once a trip is requested, you are given an estimated wait time – wait times for service are subject to vehicle availability and demand. Once a trip is booked, the software dynamically routes the shuttle to pick you up, and if you have used a smartphone to book the trip, you can monitor the location of the shuttle live on a map.

What will it be like to take SamTrans OnDemand?

Imagine a transit experience in which you can be picked up when you want. The on-demand shuttle will meet you at the spot closest to your location and will take you as close as possible to your destination within the service area. The shuttle is capable of seating 18 and accommodating seven standing passengers.

How do I book a ride?

Download the **SamTrans OnDemand** app on your smartphone and set up an account. You will have the option of entering your credit card in the secure system for payment or you can pay on arrival with cash, Clipper or the SamTrans App.

Type in your address and your destination. The shuttle will meet you at the spot closest to you location and will take you as close as possible to your destination within the service area. *All trips must start and end within the service area. To set up an account, you must be 13 years or older.*

How will I be notified if the shuttle is running late?

You can track your ride in-real time with the OnDemand app, and you'll receive an app or text message notification.

Do I need a smartphone to book a ride?

No you don't. Call SamTrans Customer Service at 1-800-660-4287 and one of our customer service representatives will be happy to assist you with booking a ride.

If you request a trip using the call-in number, you can sign-up for text alerts that'll give you an updated estimated time of arrival.

SamTrans OnDemand FAQs



Can I book a ride one day ahead of when I need a ride?

The service is on-demand only, so, there is no pre-booking a ride.

What if I didn't book a ride, but I see the shuttle. Can I ride anyway?

The service is fully on-demand. So, you must book a ride either through the app on your phone or call SamTrans Customer Service at 1-800-660-4287.

If my friends and I travel as a group, do I need to book individual rides or as a group?

Riders can book a trip for up to 5 total passengers (you + 4 friends or family). Just tap the + passengers icon to add riders to your trip. Individuals can pay when they board the shuttle.

What is the average wait time for the shuttle to arrive?

Average wait time is estimated to be approximately 16 minutes.

What does it cost to ride?

Regular SamTrans fares will apply. All existing fare media, the new SamTrans mobile ticketing app, Clipper, and cash will be accepted on the service. If you book a trip through the app you can also pay using a credit card.

Two children age 4 or younger may travel free with each Adult or Eligible Discount fare-paying passenger. Additional children are subject to the Youth fare.

Is the shuttle ADA and bike accessible?

SamTrans OnDemand is bike and ADA- accessible. The shuttle can accommodate up to two bikes and two wheelchairs.

What are the service hours?

You can book using the app Monday through Friday, 6:15 a.m. to 6:30 p.m. or over the phone 7 a.m. to 6:30 p.m. The last trip of the day can be booked at 6:30 pm.

Where can I find the SamTrans OnDemand web page?

Visit www.samtrans.com/OnDemand.

Whom do I contact if I left an item on the shuttle?

Please complete the lost and found form at www.samtrans.com/lostandfound.