



SamTrans has been an important part of the county since the bus agency was formed in 1976. As funding for schools decreased over the years, yellow school buses began to be eliminated. SamTrans was pleased to welcome students onto its public routes. Of the approximately 46,000 weekday SamTrans riders, about one-quarter are youth.

## How to Ride

On the SamTrans website, school administrators and students will find a wealth of information on riding SamTrans. The site features how-to-ride videos, fare information and route schedules. Visit [www.samtrans.com/howtoride](http://www.samtrans.com/howtoride)

## Who Rides SamTrans?

Public transportation is open to the public. On most days, students will be sharing the bus with the general public.

## Public Transit vs. School Service

As a public transportation agency, SamTrans operates under different rules than school bus systems. As the person responsible for your students' use of public transit, you should be aware of the rules under which SamTrans operates.

- A public transit bus is available to the general public. Anyone paying the correct fare and behaving in accordance with SamTrans' rules may ride the bus. School children are viewed as one of many customers who use our service.
- Although a SamTrans bus may stop near a school, that *bus stop is not exclusively for the use of students*. A public bus stop is available to any member of the public.
- As a public transportation agency, *SamTrans is required to operate service that is published on a printed timetable available to the general public.*
- A public transit bus operates on a fixed schedule, which must be adhered to for both operational and legal reasons. School personnel, including students, have no authority to interfere with a SamTrans bus when serving a stop in the vicinity of a school.
- *SamTrans rarely deviates the bus from its regular route.* Many neighborhoods are sensitive to having large vehicles on their streets. Students may have to walk a few blocks to the nearest SamTrans bus stop.

**samTrans**

Administrative Offices  
1250 San Carlos Ave.  
San Carlos, CA 94070-1306

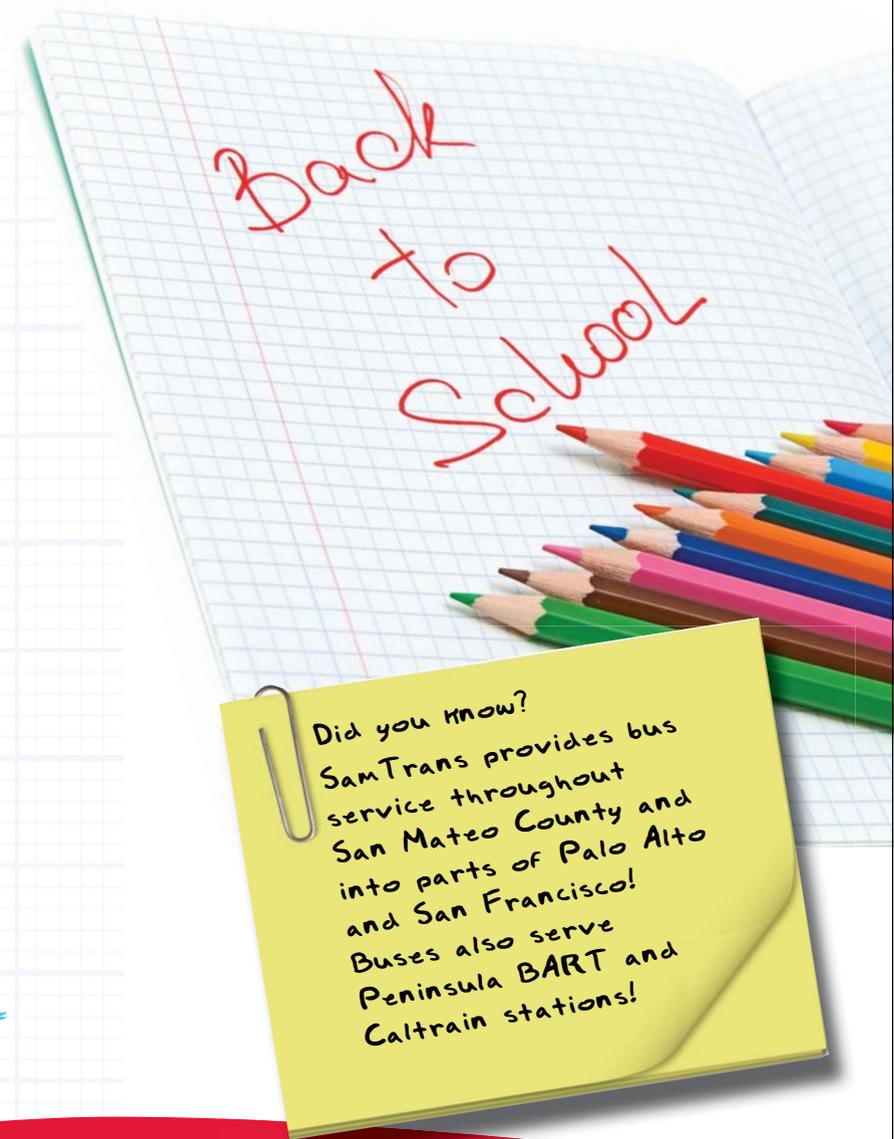
Customer Service  
1-800-660-4287  
TTY 650-508-6448  
[www.samtrans.com](http://www.samtrans.com)



[facebook.com/SamTrans](https://facebook.com/SamTrans)



[twitter.com/GoSamTrans](https://twitter.com/GoSamTrans)



## SamTrans Service

SamTrans reviews and adjusts its schedules three times a year – January, June and August - in response to traffic impacts, customer travel patterns and other variables.

School start-up dates affect the bus service since SamTrans operates with very limited resources. We request that school administrators begin considering unifying their start-up date and vacation periods with the county system as early as possible. By doing so, we can more efficiently provide service, thereby reducing costs.

When setting summer school hours, we advise school administrators to consider existing non-school day regularly scheduled bus service to coordinate their start and end time of the school day. When scheduling bell times for summer school or the start of the school year, you should contact SamTrans Customer Ser-

vice at 1-800-660-4287. Schedule changes are finalized a few months in advance of the effective date. For instance, changes for August are completed by the end of April.



## Onboard Etiquette

SamTrans wants to make everyone's ride on the bus as pleasant as possible.

If a student misbehaves on the bus, the bus operator will first provide a verbal warning. If this fails to correct the problem, the operator will place a call to dispatch. Dispatch usually responds by sending a bus transportation supervisor, a local police officer or both, depending on the severity of the situation.

Misbehavior will delay bus service for the rest of the passengers as the operator will be forced to pull the vehicle over to deal with the problem and/or wait for the appropriate authorities.

**Note:** School personnel have no authority to interfere with a SamTrans bus when serving a stop in the vicinity of a school.

The local police will contact or the transportation supervisor will follow-up with the appropriate school representative.

## Safety on SamTrans

The safety of our customers and the community is the number one priority for SamTrans. Bus operators must successfully complete extensive classroom and behind-the-wheel training before they transport fare-paying customers. They also receive ongoing training. All buses are equipped with radios that can be used to notify officials or law enforcement. SamTrans also has installed video cameras on its buses as an added safety measure.

SamTrans allows standees on the buses, which is a common practice in the public transit industry. The interior design of a transit bus is different from a school bus, allowing room for standees.

For safety and fare collection reasons, bus operators must remain in their seats during boarding and unloading of passengers. During afternoon bell times, SamTrans suggests a school representative be present for every two to three buses to assist with boarding. This would improve the efficiency of boarding and reduce the discipline problems that can develop among unsupervised students.



## The Law

School administrators, parents and students should be aware that in accordance with California law the following acts are infractions when committed on or in any SamTrans bus or facility.

- Fare evasion
- Pass misuse
- Playing sound equipment onboard vehicles without headphones or other disturbance of any person by loud or unreasonable noise
- Smoking, eating or drinking onboard the vehicle
- Spitting, urinating or defecating onboard the vehicle
- Willfully disturbing or blocking the free movement of another person
- Vandalism, including graffiti
- Carrying any explosive, acid, flammable liquid, or other hazardous materials
- Littering by throwing items outside the bus
- Skateboarding, roller skating or in-line skating onboard the vehicle

A person found in violation of one or more of the above acts can be fined up to \$400 or more, and serve up to 48 hours of community service.

