



# FAQs



## What is SamTrans "Ride Plus"?

Ride Plus is a new service offering easy, affordable transportation for users in Half Moon Bay (HMB), East Palo Alto (EPA) and the Belle Haven neighborhood of Menlo Park. Simply download the app, visit [samtrans.com/RidePlus](https://samtrans.com/RidePlus) or call 650-238-5880 to book your ride, and SamTrans does the rest.

## How is Ride Plus different from current bus service?

Ride Plus comes when and where you need it. Book your ride up to seven days in advance. As long as your request is within the service area and hours, Ride Plus can take you anywhere; including to bus routes 117 and 294 (HMB) or 280, 281 and 296 (EPA/Belle Haven), the grocery store, events, activities, or your job. Like normal SamTrans buses, your trip may be a shared ride.

## How much does it cost?

SamTrans Ride Plus is **FREE** to users during our promotional launch period from June 18<sup>th</sup> through July 31<sup>st</sup>! Following this free promotional period, expect to pay the same low price you pay for regular bus service.

FARE	One Way	Clipper	Day Pass Ride Local Routes All Day
Adult	\$2.25	\$2.05	\$4.50
Youth & Eligible Discount	\$1.10	\$1.00	\$2.00

Unlike Lyft, Uber, taxis, etc., the cost is fixed and will not vary depending on distance traveled.

## How do transfers between Ride Plus and regular bus routes work?

It's the same as transferring between fixed routes today. Clipper and SamTrans mobile app users will have free two-hour transfers.

## When can I use Ride Plus?

This new on-demand, curb-to-curb public transit is available any day of the week.

- For East Palo Alto and Belle Haven, service is available between 6:00 a.m. and 10:00 p.m.
- For the service area of Half Moon Bay, rides are available between 8:00 a.m. and 5:00 p.m.

However, you can book online or use the mobile app 24/7.

## What if I don't have a way to download the app?

No smartphone? No problem. Reserve your trip with a phone call to 650-238-5880 between 6:00 a.m. to 10:00 p.m. or book online at [samtrans.com/RidePlus](https://samtrans.com/RidePlus).

For questions or feedback, contact us at [RidePlus@samtrans.com](mailto:RidePlus@samtrans.com).



[SAMTRANS.COM/RIDEPLUS](https://samtrans.com/RidePlus)

