

Safety Tip for Students

FROM THE SAN MATEO COUNTY OFFICE OF EDUCATION:

When you ride a SamTrans bus to or from school, school behavior rules still apply because the bus ride can be considered part of your school day. If a serious problem happens, school staff may step in to address it. To understand what happened, school staff may talk with students and adults who saw the incident and may also review bus camera video. This helps make sure the situation is handled fairly and safely for everyone.

BE A COURTEOUS RIDER:

- Treat others with kindness — no harassment, threats, or disruptive behavior.
- Keep noise down by using headphones and speaking quietly.
- Take your trash with you and keep aisles clear by stowing bags under your seat.
- Use handrails and seatback handles when moving around the bus.

RIDE SMART:

- Board through the front and exit at the back.
- Move toward the rear of the bus to make space for others.
- Signal the operator if you need to retrieve your bike from the front rack.
- Wave at the bus to signal you'd like to board.

STAY SAFE AND ALERT:

- Let the driver focus — avoid unnecessary conversation.
- Use emergency exits only in real emergencies.
- Wait for passengers to exit before boarding and for the bus to leave before crossing the street.
- Hold onto your belongings and report lost items at **samtrans.com/lost**.
- Report safety concerns at **1-800-660-4287**.

PROHIBITED ONBOARD:

- Weapons, flammable materials, or dangerous items.
- Alcohol, tobacco, marijuana, vaping, or illegal drugs.
- Any behavior that puts others at risk or creates an unsafe environment.

Penalties include verbal warnings, ejection, and exclusion from vehicles or property, to issuance of a citation, arrest, and prosecution (**samtrans.com/code-of-conduct**).

CUSTOMER SERVICE: 1-800-660-4287
Hearing Impaired: (TTY) 650-508-6448
Para traducción llama al 1-800-660-4287 | 如需翻譯,請電 1-800-660-4287
Weekdays: 7:00 am - 7:00 pm | Weekends & Holidays: 8:00 am - 5:00 pm

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