

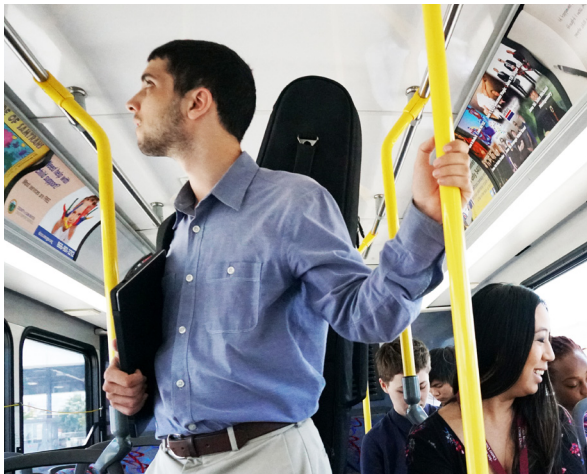
Public Transit vs. Yellow School Bus Service

SamTrans offers transportation bus service for the general public. Yellow school bus services are operated independently by local school districts. Parents who have children that use SamTrans service should be familiar with the rules under which the agency operates:

- All SamTrans bus service and bus stops are available to the general public. Passengers must abide by SamTrans' rules of etiquette and safety.
- SamTrans provides service to schools throughout the county, and cannot meet every specific needs of every school. Bus schedules do not change for minimum days, late starts, etc. Buses will run as the timetable states without exception.

How to Ride?

On the SamTrans website, school administrators and students will find a wealth of information regarding SamTrans service. The site features how-to-ride videos, fare information, and route schedules. Visit www.samtrans.com/youth for more information.



Rules

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

- Fare evasion
- Pass misuse
- Creating unnecessary noise and/or disturbance (such as playing music without headphones)
- Smoking, eating, or drinking
- Willfully disturbing or blocking the free movement of another person
- Vandalism, including graffiti
- Carrying any explosive, acid, flammable liquids, or other hazardous materials
- Throwing items outside the bus
- Bikes, skateboards, foldable scooters etc. must be properly stowed while on board. Non-folding scooters are not allowed.

A person found in violation of any of the above acts can be fined.

Contact Information

Youth Marketing Outreach Coordinator
650-508-7763
youthmobility@samtrans.com

Bus Operations Planning
650-508-6227

Customer Service
1-800-660-4287
(TTY 650-508-6448)

www.samtrans.com



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Information Guide for School Administrators & Parents

SamTrans Service

SamTrans reviews and adjusts its schedules three times a year – January, June, and August – in order to keep up with traffic impacts, customer travel patterns, and other variables. Schedule changes are finalized a few months in advance of the effective date.

Planning for these changing realities is a time-intensive procedure, so it is imperative that schools provide their full schedules as early as possible in order for SamTrans to best serve student riders.

Onboard Etiquette & Safety

The safety of our riders is the number one priority for SamTrans, and the agency has an exemplary record in terms of passenger safety. Bus operators must successfully complete extensive classroom and behind-the-wheel training before they transport riders. They also receive ongoing training once they begin service. All buses are equipped with radios that can be used to notify staff and/or law enforcement in the event of issues that may arise. Buses also have video cameras on board as an added safety measure.

For safety and fare collection reasons, bus operators must remain in their seats during boarding and unloading of passengers. If a bus operator observes a passenger misbehaving, the operator would first provide a verbal warning. If this fails to correct the situation, he or she would place a call to dispatch. Dispatch usually responds by sending a bus transportation supervisor, the Transit Police, or both,

depending on the severity of the situation. Misbehavior delays bus service for the rest of the passengers as the operator is forced to pull the vehicle over to deal with the problem and/or wait for the appropriate authorities.

FAQ – Frequently Asked Questions

What can school administrators do to help SamTrans provide service?

SamTrans' resources are most impacted during the peak commute periods (morning and afternoon). Better coordination of minimum day and vacation schedules, as well as staggered start and end times for school days, will greatly assist SamTrans in providing students with the best service possible.

Does the school start-up date affect the bus service?

Yes. We ask school administrators to begin considering coordinating start-up date and vacation periods with other schools in their district. By doing so, SamTrans can provide more efficient, cost-effective service to your students. For more information, contact SamTrans' Operations Planning at 650-508-6227.



What measures does SamTrans take to ensure safety for youth onboard?

SamTrans is perfectly safe for youth to ride. We take precautions to ensure the safety of all passengers. Our bus drivers are equipped with radios that can be used to notify authorities if an issue or confrontation should arise onboard. Buses are also equipped with interior video cameras as an added safety measure.

In the event that a passenger does cause a disturbance onboard, the bus operator will first provide a verbal warning. If this fails to correct the situation, 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. SamTrans wants to make everyone's ride on the bus as pleasant as possible, and incidents such as this are rare.

I notice you have people standing on your buses. Is that safe?

Allowing standees on public transit buses is common and safe practice in the industry and follows all industry standards and regulations. The interior design of a public transit bus is different from a school bus, allowing room for standees.

How can students learn more about using SamTrans service?

SamTrans offers a school outreach program. Please visit www.samtrans.com/youth for more information regarding SamTrans service and the Youth Mobility program. If you have any other questions, please contact our Youth Marketing Outreach Coordinator at 650-508-7763.