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# RIDE

Make your ride easier and more comfortable by understanding how to ride CapMetro services. Learn about boarding vehicles, storing your bike, finding accessible services and more.



# At Your Stop

## Start Your Trip

Arrive at least 5 minutes early. Look for the route number on the bus stop, or check the digital signs on train platforms and some bus stops to see the direction of travel. As the bus approaches, motion to the operator to let them know you want to board.

## Bus Stop Signage

Every bus stop is equipped with signage that displays the following information:

### 1 STOP ID

Look for the unique Stop ID at the top of the sign with the bus stop's intersection or near the bottom of the sign in Braille.

### 2 NEXT BUS OPTIONS

You can get Next Departure information:

- Using the Transit App
- With our online Trip Planner using the Stop ID
- By calling the GO Line at 512-474-1200
- Or by texting your Stop ID to 512-474-1211

### 3 QR CODE

Scan the QR code with your smartphone to find real-time departure information.

### 4 BRAILLE

Signs at stops also include Braille to assist the visually impaired. This section also serves as a quick glance at what routes serve your bus stop.



# On The Vehicles

## Pay the Fare

- **At the bus:** Have your fare ready before you board and let the operator know which fare you would like to purchase. Then deposit exact change. If not paying with cash, you can scan the QR code in the Umo app, swipe your ID or fare card through the farebox, tap your Reloadable Fare Card on the scanner.
- **On the train:** Be prepared to show your app code when approached by a fare inspector.

**Ticket vending machines at Rail stations require exact change if you're paying with cash. All passes from TVMs are automatically validated.**

- **Reduced fares:** Tap ID card to the target area of the farebox and be prepared to show your ID if requested.

## If Using the Umo App

- **Using a scanner on Bus or Rapid:** To validate a fare, simply access the QR code validation screen and hold your phone under the scanner.
- **All other trips:** Show the Rail conductor or Pickup operator the QR code on your phone.

## Take a Seat

- Choose any seat you like, but remember that the front seats are reserved for older adults and people with disabilities. If all seats are occupied, find a safe place to stand.
- **On the bus:** When you're about a block from your destination, trigger the stop signal by pulling the cord or pushing the STOP button. Please exit through the rear door to allow new customers to board at the front and limit the wait time at each stop.
- **On the train:** There's no need to signal a stop, as the train will stop at every station.
- Buses and trains are allowed to pick up or drop off customers only at official CapMetro bus stops, stations or designated areas. The only exception to this rule is when an onboard customer requests a courtesy drop off between regular bus stops after 9 p.m.

## End of the Route

Your fare buys you convenient, safe transportation to your destination. Service finishes when a vehicle reaches the end of the line or goes out of service — riders may be asked to exit.





# Rules of the Road

CapMetro is dedicated to making your trip as pleasant as possible. Please observe these Rules of the Road to ensure the safety of everyone on board the vehicles, and at bus and rail stops. Failure to follow may result in removal from CapMetro vehicles or property and criminal prosecution. Repeat offenders may be suspended from using services.

## Safety and Consideration

- Have your fare card or cash ready when boarding, and keep your fare handy in case requested by a fare inspector. Customers without a valid fare will be asked to exit the vehicle.
- Priority seating at the front of vehicles is reserved for customers with disabilities and senior citizens. Customers in wheelchairs have priority. Operators may ask you to relocate to another seat. Please accommodate them, even if it means you must stand for your trip.
- Please don't interfere with the operation of a vehicle, including talking to the operator while the vehicle is in motion.
- Stand behind the white or yellow standee line while vehicles are in motion.
- Keep hold of your belongings on your lap, at your feet or in overhead storage spaces. Items may not block aisles, obstruct seats or be left unattended.
- Disruptive behavior is not allowed, including: loud conversation, profanity, insults, threats, horseplay, fighting, inconsiderate cell phone use or playing musical instruments.



- Headphones are required when using all audio and visual devices.
- Feet must be kept off of seats.
- Heads, hands and all other objects must remain inside the vehicle while it is in motion.
- Panhandling and soliciting are not allowed.
- Shirt, pants/shorts/skirt and shoes are required.
- Spitting, urinating, defecating or exposing one's body parts are not allowed.
- Boarding with uncovered health-related open sores and wounds; visible bodily fluids on clothing; or a visible infestation of bedbugs, fleas or lice is not allowed.
- Please don't perform tasks of basic hygiene, like clipping nails or flossing teeth while on board our vehicles.
- Please be considerate of customers with chemical sensitivities by limiting use of colognes and perfumes.
- Children younger than 10 must be accompanied by a rider who is 12 years or older.

## **Bikes, Strollers, Scooters and Pets**

- Most buses feature exterior bike racks located at the front of the vehicle. Exceptions include some Express vehicles, which have storage compartments on the side of the vehicle, and electric buses with compartments at the back of the bus. Only folded bicycles are permitted on buses. However, bikes are allowed on Rail, and must either be stored in the onboard bike rack or maintained in a standing position by the owner.
- Fold your recreational scooters before boarding the bus or train.



- Children may remain in strollers while on board in the priority seating areas if a parent or guardian maintains control of the stroller. If the priority seating areas are not available, children must be removed from the stroller and the stroller must be collapsed. Riders in wheelchairs or mobility devices have priority for that seating.
- Roller skates, skateboards and other small wheeled recreational devices may not be used while on board vehicles.
- Service animals assisting a rider with a disability and service animals in training are allowed on board our vehicles, but they may not occupy a seat or block the aisle.
- Pets, emotional support and comfort animals are not allowed on CapMetro vehicles.

## **Food, Beverages and Other Consumption**

- Beverages are allowed in spill-proof containers, screw top bottles or cups with lids. Otherwise, please don't eat or drink on board CapMetro vehicles.
- Smoking tobacco products, including electronic cigarettes or vape pens, and chewing tobacco are not allowed. Expelling the residue of any tobacco product, including chewing tobacco, is also not allowed.

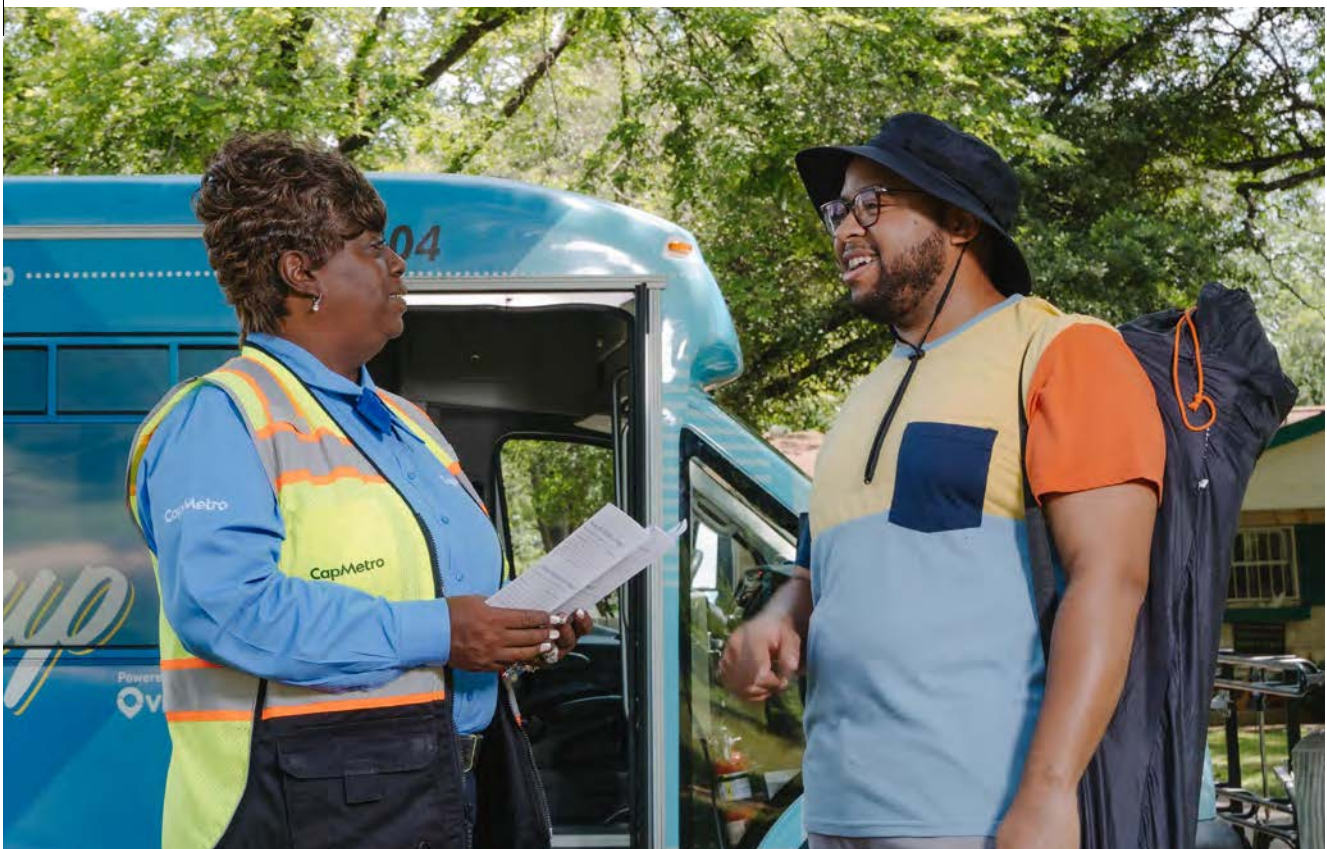
- Consumption of alcoholic beverages on board and at stops is not allowed. Alcohol must be in its original and sealed container for transport.

## Property and Facilities

- Trespassing and loitering at stops, or on any CapMetro vehicle property, vehicle or train, is not allowed.
- No trespassing on vehicle property
- Rail always has the right of way
- Vandalism is not allowed, including writing on, removing, marking or defacing CapMetro properties, vehicles and stop amenities.
- Please do not use CapMetro facilities or properties for non-transportation purposes.
- Illegal possession, use, distribution or sale of any controlled substance is not allowed.
- Illegal weapons, explosives, wet cell batteries, flammable/combustible material (gasoline, kerosene or propane) and other hazardous items are not allowed.
- CapMetro is not responsible for lost, stolen or damaged items. Remember to take personal items with you.
- CapMetro staff, including vehicle operators, are not allowed to accept tips or gifts. You may show appreciation with a thank you or by submitting a compliment through the GO Line (512-474-1200).

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*A complete list of rules and reminders are available at [capmetro.org/rules](https://capmetro.org/rules)  
For questions, please call the GO Line at 512-474-1200.*



# Riding With Your Bike

It's easy to take your bike along when you ride Bus, Rapid and Rail. In fact, we wish you would!

Adding a bike ride to your transit trip puts more destinations within reach and gives you an additional option to connect from the stop or station to your final destination.



## Onboard Bike Racks

Easy-to-use bike racks are available at the front of the buses on a first-come, first-served basis. Express buses have bike storage compartments with a 2 bike maximum. Folding bikes/scooters may be brought on board if they don't block the aisle. Bikes are allowed on Rail. When trains are full, bikes are limited to eight total per train — four per compartment.

Not sure how to load/unload your bike from the bus or train? Check out detailed instructions and a how-to video online at [capmetro.org/bring-your-bike](https://capmetro.org/bring-your-bike).



## Bikeshare

CapMetro is proud to offer bike rentals through our fully electric-assist Bikeshare system. Stations are conveniently located across town, connecting with many bus and train stations. Bikeshare bikes are not allowed on board. Check [capmetro.org/bikeshare](https://capmetro.org/bikeshare) for more fare information or to look up station locations.



## Bike Shelters

CapMetro offers seven secure bike parking shelters around town for no annual fee! Enjoy key card access seven days a week, with 24-hour surveillance and work stand with tools. Learn more at [capmetro.org/bring-your-bike](https://capmetro.org/bring-your-bike).

### LOCATIONS:

#### On Rail:

- Kramer Station
- Lakeline Station
- MLK Station
- Plaza Saltillo Station
- Highland Station

#### On Rapid:

- Tech Ridge Park & Ride
- South Congress Transit Center



## Accessible Riding

At CapMetro, we strive to make riding transit easy for everyone. Whether you need special services for yourself, a family member or a friend, you'll find accessible traveling options at CapMetro.

### Accessible Boarding

- You'll find lift or low-floor ramp access on all CapMetro buses. All buses can be lowered upon request for ease of boarding.
- Rail vehicle entrances are level to the station platforms. Be careful to stay behind the textured strips that mark the edge until it is time for you to board.
- Review detailed information on wheelchair lift and ramp procedures at [capmetro.org/accessibility](https://capmetro.org/accessibility)

### Priority Seating

- The seats in the front of vehicles are reserved for seniors, people in wheelchairs or other customers with disabilities. The bus operator will secure mobility devices on the bus for safety reasons. If your mobility device does not have a built-in shoulder/lap belt, the bus operator will offer you one.
- You can ride with a personal care attendant or aide. Be sure to include their information in your documents during the eligibility determination process.

## Service Animals

- Service animals are specially trained to help individuals with disabilities. Service animals are distinct from pets, emotional support animals and security dogs. Please don't ask to pet or interfere with them while they work.
- CapMetro welcomes service animals on board. However, service animals must remain underneath the seat and not block the aisle.
- Riders with wheelchairs may allow their service animal to sit beside them, but should not block the aisle. Service animals that are small and cannot sit underneath the seat must sit in the handler's lap. For more information, visit [capmetro.org/accessibility](https://capmetro.org/accessibility)



instructions. If there are accessibility barriers such as construction at your bus stop, you may request a courtesy stop at a nearby location. It is up to the operator to determine if the courtesy stop is a safe location for exiting the bus. Exceptions: all Limited, Flyer and Express services.

## Ride with a Pro

- Learn how to ride the bus with a professional travel trainer. CapMetro offers free fixed-route bus training for senior citizens and for riders with disabilities. For information and to schedule an appointment for training, call 512-369-6083.

## Stay on Top of Your Trip

- To help you get information and stay oriented throughout your trip, all buses announce major intersections, major stops, transfer locations and routes that serve them, and stops upon request. Automated announcements are in both English and Spanish.
- Rapid stations feature an announcement button at all locations to audibly dictate information on digital signage.
- Visual and spoken announcements are made at all Rail stations. Ticket vending machines include audio and Braille

## Tether Strap Program

Schedule an appointment with one of our certified travel trainers, and they will determine the safest tie-down points on your wheelchair or scooter. Tethers and tape markings will be added to your device free of charge, and bus operators will use those to secure your device when you ride the bus. Call us for an appointment or to learn more — 512-369-6083.

## Get Information More Easily

On request, CapMetro can provide you:

- Schedule books in large print
- Texas Relay 711 service
- Accessible online schedules
- Reasonable accommodations