

3

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 and tap your Reloadable Fare Card on the scanner.
- **On the train:** Be prepared to show your app code or fare card 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.





Code of Conduct

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.

Prohibited Activities

The following actions are not allowed on any CapMetro service or at CapMetro facilities, under any circumstances.

- Threatening, aggressive or violent behavior towards CapMetro personnel or other people.
- Failing to pay the required fare. Riders must have valid fares and present it upon request by CapMetro personnel.
- Disruptive behavior or noise, including profanity, insults, horseplay, arguing, performing personal hygiene tasks, or playing loud or amplified audio or video.
- Interfering with the operation of a vehicle, including sitting or standing in prohibited areas on the vehicles. Passengers should not speak with the driver while the vehicle is in motion.
- Boarding with a pet that is not a service animal (pets, emotional support or comfort animals are not allowed). Service animals must be under the full control of their handler at all times and cannot board CapMetro services in carts, strollers, etc., or occupy seats onboard the vehicle. Service animals that threaten the health or safety of CapMetro team members or customers will be removed from the system.



- Consuming food or beverages without spill-proof containers onboard CapMetro services. Alcoholic beverages must remain sealed and cannot be consumed on vehicles or at transit stops.
- Boarding without clothing covering both the upper and lower body, or in clothing visibly soiled with bodily fluids or excrement.
- Boarding with uncovered wounds or with visible infestations.
- Using tobacco products, electronic cigarettes, vaping onboard CapMetro services or at CapMetro facilities.
- Panhandling, soliciting, or engaging in commercial activities.
- Boarding with items that may threaten the safety of the owner or others, such as gasoline, flammable liquids, hazardous materials, etc. These items are also not permitted at CapMetro facilities.
- Trespassing or loitering on CapMetro property for a non-transit purpose. Trespassing on or along rail right of way is strictly prohibited, including walking, standing, or placing objects on or near the tracks.
- Non-destination riding. All passengers must exit the vehicle or train at the end of the route and may not reboard to continue riding on the same vehicle.
- For the safety of themselves and others, customers and visitors should follow instruction from operators, conductors or uniformed CapMetro personnel while onboard CapMetro services or at any CapMetro facility.



Common Courtesy

To ensure a pleasant experience for everyone, CapMetro encourages riders to show consideration toward others while onboard. Please be mindful of the following:

- For your own safety, CapMetro strongly discourages sleeping onboard CapMetro services, especially while the vehicles are in motion.
- Remain seated while the vehicle is in motion when possible. If standing, hold on to safety poles or handles.
- Allow onboard passengers to exit before boarding and, if possible, exit using the rear door. This helps keep vehicles on schedule.
- Kindly offer your seat to older people, people with disabilities, and people carrying young children.
- Please use headphones with all audio devices to avoid disturbing others and limit use of speakerphone while on calls or playing video.

- Keep personal belongings in your lap, at your feet, or in designated storage areas. Refrain from placing feet or large items on seats and keep the aisles clear. Passengers are responsible for securing personal belongings and maintaining control.
- CapMetro is not responsible for items lost, stolen, or damaged on its properties. Each CapMetro service has guidelines specific to the service to ensure a safe and enjoyable experience. Passengers are encouraged to familiarize themselves with and follow these guidelines, in addition to following the rules and courtesies above.

*A complete list of rules and reminders are available at 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.



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 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.

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

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



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