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RIDE

Make your ride easier and more comfortable by understanding how to ride Capital Metro 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:

STOP ID

1. 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. You can use this ID in the CapMetro App to plan your trip or see Next Departures.

NEXT BUS OPTIONS

2. You can get Next Departure information:
   - Using the Next Departure feature on the CapMetro 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

QR CODE

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

BRAILLE

4. 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 then deposit exact cash, insert a Stored Value Card or swipe pass through the farebox.
- **On the train:** Purchase a Commuter Pass prior to boarding and be prepared to show it if approached by a fare inspector. *Ticket vending machines (TVMs) at MetroRail stations do not accept debit or credit cards and require exact change.*
- **Reduced fares:** Tap ID card to the target area of the farebox and be prepared to show your ID if requested.

If using CapMetro App pass
- **On the bus or train:** Show the operator or fare inspector the animated activation screen.
- **On MetroRapid:** To validate a fare, simply access the QR code validation screen and hold your phone under the scanner.

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 scheduled station.

End of the route
Your fare buys you convenient, safe transportation to your destination. Service finishes at the end of the route or when a vehicle goes out of service — riders will be asked to exit.
Rules of the Road

Capital Metro 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 Capital Metro vehicles or property and criminal prosecution. Repeat offenders may be suspended from using services.

Code of Conduct

The following rules apply to all Capital Metro vehicles and property:

- Shirt and shoes are required for boarding.
- Stand behind the white or yellow line at the entrance of vehicles.
- Belongings must be maintained on your lap or at your feet. Scooters and strollers must be folded while in transit. Items may not block aisles, obstruct seats or be left unattended.
- Use of tobacco products, including electronic cigarettes and chewing tobacco, is prohibited, except as allowed in designated areas.
- Food and drinks in open containers are not allowed on board. Beverages are permitted in spill-proof or screw-top containers or bottles.
- Priority seating at the front of vehicles is reserved for seniors and riders with disabilities.
- Disruptive behavior is not allowed, including: loud conversation, profanity, insults, threats, horseplay or fighting.

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Animals are not permitted on board except service animals assisting a rider with a disability, or a service animal in training. While on board, service animals must be maintained under the rider’s seat, in their lap or beside a wheelchair.

Bikes are not permitted inside buses unless they can be folded. All buses feature exterior racks (or storage compartments on MetroExpress). Bikes are allowed on MetroRail, and must either be stored on the onboard bike rack or maintained in a standing position by the owner.

Have your pass or cash ready when boarding, and keep your pass handy in case requested by a fare inspector. Riders without a valid fare may be asked to exit.

It is strictly prohibited to interfere with the operation of a vehicle, including talking to the bus operator while the vehicle is in motion.

Riders must exit after the vehicle has made a full round trip on its route, or goes out of service.

Trespassing and after-hours loitering at stops is not allowed.

Vandalism is strictly prohibited, including writing on, marking or defacing vehicles and stop amenities, or removing Braille tiles and other Capital Metro signage.

Illegal possession, use, distribution or sale of any controlled substance is not allowed.

Panhandling, soliciting, indecent exposure or boarding with visible bodily fluids on clothing are not allowed.

Consumption or possession of alcoholic beverages is prohibited on board and at stops.

Illegal weapons, explosives, wet cell batteries, flammable/combustible material (gasoline, kerosene or propane) and other hazardous items are not permitted on board.

Staying Safe

If you see something, say something. Report emergencies or suspicious activity to any bus operator, uniformed personnel or call 911. When on MetroRail, use the intercom to reach the train conductor.

Always use traffic lights and crosswalks, and obey all warning signals and crossing gates.

When boarding and exiting, watch your step and do not cross in front of the vehicle.

Stay back from the curb and station platform edge while waiting for the bus or train.

If no seats are available, standing while riding is permitted. Look for a pole or a strap to hold.

Customers who fall asleep while riding are at risk of being injured from unexpected vehicle movements or stops.

Sitting in the doorway or the stairwell is never allowed.

Skateboarding, rollerblading or biking on train platforms or tracks is unsafe and not permitted.

If using a mobility device such as a wheelchair, the operator will secure it for you.

Buses are allowed to pick up riders only at official Capital Metro bus stops or designated areas.

Never approach a moving vehicle or attempt to knock on doors or windows to capture the driver’s attention.
 Courtesy Reminders

- Share the ride and do not take up more than one seat.
- Do not block vehicle doorways; riders entering and exiting need room to pass.
- Remember to take personal items with you. Capital Metro is not responsible for lost, stolen or damaged items.
- Children 10 and younger must be accompanied by someone 12 or older.
- Do not yell out your stop request to the bus operator. When you’re about a block away, use the “stop requested” cord or button.
- Riding MetroRapid? Get on and off fast using all doors. For MetroBus routes, please exit through the rear door to help limit the time the bus stays at each stop.

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 MetroBus, MetroRapid and MetroRail. In fact, we wish you would!

Bringing a bike along puts more destinations within reach and gives transit riders an additional option to connect from the stop or station to their 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. MetroExpress buses have outside bike storage compartments. Folding bikes/scooters may be brought on board if they don’t block the aisle. Bikes are allowed on MetroRail. 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 online at capmetro.org/bike.
**MetroBike shelters**

Capital Metro 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/metrobike.

**LOCATIONS:**

**On MetroRail:**
- Kramer Station
- Lakeline Station
- MLK Station
- Plaza Saltillo Station
- Highland Station

**On MetroRapid:**
- Tech Ridge Park & Ride
- South Congress Transit Center

**B-Cycle**

Capital Metro is proud to be a founding partner of Austin B-Cycle bike sharing system. B-Cycle stations are conveniently located across town, connecting with many bus and train stations. Check austin.bcycle.com for more information or to look up station locations.
Accessible Riding

At Capital Metro, 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 Capital Metro.

Accessible boarding
• You’ll find lift or low-floor ramp access on all Capital Metro buses. All buses can be lowered upon request for ease of boarding.
• MetroRail 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 passengers 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.
**Service animals**

- Service animals are dogs that are specially trained to help individuals with disabilities. Service animals are distinct from pets and security dogs. Please don’t ask to pet them or interfere with them while they work.
- Capital Metro 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.

**Ride with a pro**

- Learn how to ride the bus with a professional travel trainer. Capital Metro 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 and operators announce major intersections, major stops, transfer locations and routes that serve them, and stops upon request. Automated announcements are in both English and Spanish.
- MetroRapid stations feature an announcement button at all locations to audibly dictate information on digital signage.
- Visual and spoken announcements are made at all MetroRail stations. Ticket vending machines include audio and Braille 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 driver to determine if the courtesy stop is a safe location for exiting the bus. Exceptions: all Limited, Flyer and MetroExpress services.

**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, Capital Metro can provide you:

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