

San Marcos **Fixed Route** **Transit Riders Guide**

All material is made available in accessible formats upon request.

Overview

San Marcos Transit offers three modes of transportation in San Marcos, Texas, including Fixed-Route, Paratransit, and Interurban options. San Marcos Transit is open to the public; Paratransit is available to passengers qualifying for the service. Passengers seeking the Paratransit service may apply through CARTS at (512) 805-7433. San Marcos Transit is operated by CARTS - Capital Area Rural Transportation System. Public safety is a top priority for all San Marcos Transit services. All operators will strictly enforce the rules to ensure everyone's safety and comfort. Please review all rules to ensure safety and comfort when riding San Marcos Transit services.

Passengers seeking Complementary ADA Paratransit Service can call CARTS at (512) 805-7433 for eligibility and application information.

For more information on San Marcos Transit and Real-time bus tracking, please visit the website:

Bus Tracker: www.sanmarcostx.gov/bustracker

CARTS: www.RideCARTS.com

How To Ride:

1. Find the best route for your trip.
2. Find the nearest bus stop to your current location.
3. Check the schedule to see when the next bus arrives.
4. Arrive at the bus stop at least 10 minutes before your estimated departure time.
 - a. All San Marcos Transit Busses can be viewed in real-time at www.sanmarcostx.gov/bustracker
5. When your bus arrives, board the bus and tell the driver if you need any assistance.
6. When the bus is approaching your stop, press the stop request button or pull the stop request cord.
7. Once the bus has come to a complete stop at your designated bus stop, carefully exit the bus.
8. Please do not run or chase the bus when it has already departed from its stop.

Rules of Conduct:

Rules of Conduct have been enacted for the comfort and safety of all users and operators of San Marcos Transit. A user who does not comply with the spirit and letter of these rules will incur penalties which could include removal from a current bus trip, a temporary suspension from service, and/or an indefinite suspension from service.

Disobeying any rules can result in suspension from any San Marcos Transit services.

1. Assault on any transit staff will result in an automatic indefinite suspension of all San Marcos Transit services.
2. Children 12 years and younger must be accompanied by an adult.

3. Priority seating on public transportation is reserved for people with disabilities and senior citizens. People in wheelchairs have the highest priority. If necessary, please be accommodating and move to another seat, even if you must stand for your trip.
4. Please sit unless no seats are available. If you must stand, do so behind the white or yellow line and hold on firmly to the bars, poles, or straps while vehicles are in motion.
5. Manage your belongings on your lap, at your feet, or in overhead storage spaces. Items may not block aisles, obstruct seats, or be left unattended. Some Items may not be allowed on the bus at the operator's discretion.
 - a. Please do not leave personal property or refuse on the bus.
6. Disruptive behavior, such as loud conversation, profanity, insults, threats, horseplay, fighting, inconsiderate cell phone use, or playing musical instruments, is not permitted.
7. Please do not interfere with the operation of a vehicle, including talking to the operator while the vehicle is in motion. This can distract the operator and could lead to an accident.
 - a. Harassment of any transit staff could result in indefinite suspension of service.
 - b. Assault on any transit staff will result in an indefinite suspension of all San Marcos Transit privileges.
8. Feet must be kept off seats.
9. Please remain in the vehicle and do not place head or hands out of windows while in motion.
10. Do not make rude or suggestive gestures at people on or outside the bus.
11. Panhandling and Soliciting is not permitted on the bus or transit property.
12. You must wear proper attire. Clothing must be worn on the bus. Nudity is expressly forbidden on the bus or transit property.

13. Bodily hygiene activities such as brushing teeth or clipping nails are prohibited on the bus.
14. Please do not spit or expel other bodily fluids on the bus.
15. Riders may not board the vehicles with open wounds, infestations of insects, or bodily fluids on their person or belongings.
16. Bikes are not allowed on the bus. All Fixed-route Transit Vehicles have bike racks; they are the only place bicycles may be placed on the bus. Bike racks are on a first-come, first-serve basis.
17. Scooters and skateboards may be allowed on the bus at the operator's discretion. They must be managed and not be a nuisance to other passengers. Recreational scooters must be folded prior to boarding the bus.
18. Infants must be held in parent's arms, and strollers folded.
19. Service animals assisting a rider with a disability and service animals in training are allowed to board the vehicles, but they may not occupy a seat or block the aisle.
20. Pets, emotional support, and comfort animals are not allowed unless pets are contained in approved crates or animal carriers. Pets can ride with passengers only if they are being transported to the veterinarian. Animals may be refused service for any reason unless the animal is a service animal that is not disorderly.
 - a. Riders with service animals that cause damages may be held financially responsible for the damages.
 - b. Please note that implying an animal is a service animal when it is not is fraud, specifically a class B misdemeanor in Texas.
21. Smoking, Vaping, or using any tobacco product is prohibited on the bus.
22. Drinks on the bus must be in a closed container.

23. Eating on the bus is not permitted unless medically necessary.
24. Consuming alcoholic beverages or using intoxicating prescription medication or illegal drugs is not permitted. Drunkenness or drug intoxication is not permitted.
25. Alcoholic beverages may only be transported on the bus in sealed original containers.
26. Trespassing is not allowed on Transit vehicles or property.
27. Illegal weapons and other hazardous materials are not permitted on the bus.
28. Loitering on transportation property or vehicles is not permitted.
29. San Marcos Transit is not responsible for lost or damaged items in connection with a transit trip.
30. Buses only pick up and drop off passengers at designated stops. Buses cannot stop to pick up passengers after pulling away from the boarding area.
31. If you arrive late for a pick-up, please do not chase a bus that has left a bus stop.
32. Vandalizing San Marcos Transit property or vehicles is prohibited.
33. Riders must use the bus for transportation to a destination. Riding the bus for recreation is prohibited.