

Loading Bikes

1. Prepare your bike for loading. Remove water bottles, pumps and other loose items that could fall off while the bus is in motion.



2. Inform the bus driver that you will be loading your bike. **Always load your bike from the curb or in front of the bus.** Do not step into oncoming traffic to load your bike.

3. If the rack is stowed, squeeze handle up to release latch, then fold down the bike rack. You only need to use one hand to unlatch and pull the bike rack down, so you can hold your bike with your other hand. It is not necessary to lean your bike against the bus.



4. Lift your bike onto the bike rack, fitting wheels into labeled wheel slots. Each wheel slot is clearly labeled for the front wheel. The purpose of the directional placement is to make the bike nearest the bus easier to unload.



5. Raise the Support Arm up and over the front tire so that the hook rests at the highest point on the front wheel. The Support Arm adds lateral support for the loaded bicycle. Many bikes will sit in the wheel well without the use of the Support Arm, but the **rack must not be used without the use of the Support Arm.**

6. Board the bus and enjoy the ride! **Choose a seat near the front of the bus to keep an eye on your bike.** DON'T FORGET you have a bike with you when you get off at your stop. New riders often do!

Unloading Bikes

- Inform the bus driver that you will be unloading your bike as you approach your stop. Use the front door to exit the bus. Unload your bike from in front of the bus or from the curb, not from the street side.

- Raise the Support Arm off the tire. The Support Arm automatically folds down to a secure position.

- Lift your bike out of the bike rack.

- Squeeze the handle and fold up the rack if there are no bikes on the rack and no one else is waiting to load their bike. The bike rack locks in place with a snap so you know that it is secure.

- Step away from the bus with your bike. Always step to the curb, for your own safety and to allow the bus to proceed onward.

General Information

Each bicycle rack holds a maximum of two bikes and is available on a first come, first served basis. *For safety reasons, the vendors do not allow bicycles in the passenger area of the shuttles.*

Passengers must be able to load and unload their bike without assistance from the operator.

Only single-rider, two-wheel bicycles are permitted. No motor, tandem or three-wheel bikes are allowed.

Disclaimer

Neither the Alliance nor its shuttle providers are responsible for damages to or caused by other bicycles on its vehicles or at its stop locations.



Commute Information

Call: 5-1-1
Or Visit: www.511.org

For More Information

Call: 650-588-1600
Or Visit: www.commute.org

Commute.org

Working Together to Improve
Your San Mateo County Commute

Bikes on Shuttles



Revised: December 31, 2008