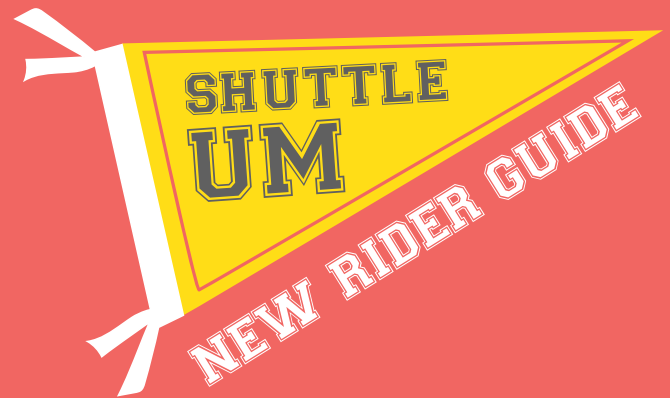


Many students come to the University of Maryland without any experience riding a transit bus. We're here to help!

You'll be set for Shuttle-UM success by following these basic passenger guidelines.



BOARDING THE BUS

Updated: May 2021

PLAN AHEAD: Give yourself time to be ON time. We recommend taking the bus scheduled ahead of the one you need in the event a bus is full or delayed. Download the NextBus app ([Apple](#), [Android](#)) to see Shuttle-UM route updates, alerts and ETAs in real time.

WATCH FOR THE BUS: Once you see the bus approaching, make yourself visible and communicate to the driver that you'd like to board. If you ignore the driver, it may be assumed you don't need a ride.

NEVER CHASE A BUS: Smacking the side of a bus can startle drivers and may lead to accidents. Passengers may get on and off at authorized stops.

HAVE YOUR UNIVERSITY ID READY: This expedites boarding and is required for most of our commuter routes.

ONLY ENTER THROUGH THE FRONT DOORS:

*Due to Covid there are different safety protocols. Please follow signs when boarding the bus.

MOVE TOWARD THE REAR OF THE BUS: This helps prevent departure delays caused by congested entrances.

RIDING THE BUS

You've boarded your bus and are on your way! Keep in mind that you're riding with other passengers and should respect your shared space.

MAKE ROOM FOR OTHERS: Backpacks, groceries, etc. should be placed on the floor by your feet so that others may use available seats and standing room.

REQUEST YOUR STOP: Use the signal strips, which are mounted throughout the vehicle, to alert your driver that you'd like the next stop. Make sure to give enough notice so the stop isn't skipped!

LET THE DRIVER HANDLE INAPPROPRIATE CONDUCT: Drivers take into consideration their safety and the safety of everyone on board and around their vehicle when making a decision about how to handle rowdy, rude or intoxicated passengers.

This document will be updated with transportation safety and health protocols related to COVID-19. To view DOTS' response to the pandemic, visit go.umd.edu/covid-dots.

ASK YOUR DRIVER

If you have questions about any of our routes or services, asking a driver is one of the easiest ways to get the information you need. Our drivers are focused on driving safely, but can field questions while behind the information you need. Our drivers are focused on driving safely, but can field questions while behind the wheel. If they need to more thoroughly answer your questions or feel distracted, they may wait until they arrive at a stop so that they can secure the vehicle and better help you.

BIKE-TO-BUS

All Shuttle-UM transit buses are equipped with bike racks on the front of the vehicle. Instructions are located on the racks, and drivers may offer additional instruction to anyone who needs further assistance using the racks.

LOST AND FOUND

Whether it's a backpack, phone or wallet, Shuttle-UM drivers follow protocols to make sure you can reclaim your valuables. Once vehicles return to the lot each evening, recovered items are returned to the dispatch office. If you are attempting to collect an item the same day in which it was lost, call **301-314-DOTS** approximate time of the loss, route and bus number.

ACCESSIBLE SEATING FOR INDIVIDUALS WITH DISABILITIES

Preferred seating for individuals with disabilities on our Shuttle-UM transit buses is located at the front of the bus, under the windows. If you do not need seating, we recommend avoiding these seats unless there are no other options. If someone asks you for your seat, please stand if you do not need it. You may not realize it, but someone may need a seat on the bus more than you, as not all disabilities can be discerned by a person's use of assistive equipment, such as a wheelchair, crutches, cane or walker.

