



Contact Us

Schedule & Route Information: 511 (and say, "AC Transit")

For hearing and speaking impaired TDD: 711, California Relay Service, and ask for (510) 891-4700

Oakland Ticket Office: (510) 891-4706

Lost & Found: (510) 891-4706

Accessible Services: (510) 891-7261

Complaints & Commendations:

- 511 (and say, "AC Transit," then "Customer Relations")
- For hearing and speaking impaired TDD: 711, California Relay Service, and ask for (510) 891-4700
- www.actransit.org (click on "Customer Assistance" and "Customer Feedback")

Bus Riding Basics



Alameda-Contra Costa Transit District
1600 Franklin Street
Oakland, CA 94612
Call 511
Visit www.actransit.org

Welcome aboard! For 50 years, AC Transit has been getting people where they want to go. We serve more than 61 million passengers a year with 110 bus lines and more than 5,000 bus stops. Our buses run in two dozen cities and unincorporated areas, from Richmond in the north to Fremont in the south. We also cross the Bay Bridge, the San Mateo Bridge, and the Dumbarton Bridge. We operate seven days a week, 24 hours a day.

Planning Your Trip

There are many ways to plan your AC Transit trip:

- Use online trip-planning tools at www.actransit.org, transit.511.org, or google.com/transit
- View maps and schedules on our Web site at www.actransit.org
- Pick up or order our printed maps and schedules
- Call the AC Transit Information Center at 511 (and say, "AC Transit," then "Information")

Printed Maps & Schedules

We publish two system maps that together cover the AC Transit service area: San Pablo to Oakland and San Leandro to Fremont. We also publish individual pocket schedules with route map for each line.



Using Online or Pocket Schedules

The bus schedule lists several bus stops along the route, with the times the bus is expected to arrive there. These stops are called "time points." There are typically a number of additional bus stops between the time points. Just find the time point closest to (but just before) where you are starting your trip. Read down the column under the time point to find the time you need to be at the bus stop. Read across to the right from your starting time to find your arrival time, using the closest time point to where you are going.

88 Monday thru Friday to BART/Lake Merritt Station

Center St. & Shattuck Ave.	Sacramento St. & Ashby Ave.	40th and Market sts.	Market and 18th sts.	11th St. & Broadway	BART/Lake Merritt Station
524a	533a	539a	545a	551a	555a
544a	555a	603a	611a	618a	622a
604a	615a	623a	631a	638a	642a
624a	635a	643a	651a	658a	702a
644a	655a	703a	711a	718a	722a
704a	715a	723a	731a	739a	744a
724a	735a	743a	751a	759a	804a
744a	755a	803a	811a	819a	824a
804a	815a	823a	831a	839a	844a
824a	835a	843a	851a	859a	904a

Personalized Help from AC Transit

Call 511 and say, "AC Transit" (then "Information") to reach the AC Transit Information Center. The center is open from 7:00 a.m. to 7:00 p.m. Monday through Friday, and from 9:00 a.m. to 5:00 p.m. weekends and most holidays. Be prepared to tell the operator where you are starting your trip, where you are going, and what time you need to be there.

Getting in Sync with Your Bus

Real-time departure information is available for nearly all AC Transit bus lines. Get it on your computer and cell phone, and see it on electronic displays at selected stops. Finding out when your next bus is coming helps you manage your time more efficiently and avoid waiting for the bus longer than you need to. Check it out at www.actransit.org/rider-info/realtime.

Fares

See the chart below to find the correct fare for your trip, or with a Senior/Disabled monthly sticker affixed to an



You can pay your fare in cash (bills and coins, exact fare only), with a Clipper card, RTC Discount Card.

	Adult Age 19-64	Youth Age 5-18	Senior (Age 65+) & Disabled
Cash			
Children under 5 ride free			
Local	\$2.00	\$1.00	\$1.00
Transbay	\$4.00	\$2.00	\$2.00
Passes (available only on Clipper)			
Local 31-Day	\$80.00	\$15.00	not available
Transbay 31-Day	\$132.50	not available	not available
Passes (available on Clipper or as a sticker for RTC Discount Card)			
Local Monthly	not available	not available	\$20.00
Transfers* (good for one use within two hours)			
Local Bus-to-Bus	\$0.25	\$0.25	\$0.25
Local BART-to-Bus	Add \$1.75	Add \$0.75	Add \$0.75
Transbay-to-Local Bus-to-Bus**	Free	Free	Free

* **For cash riders:** Pay and ask for a transfer when you board. For BART-to-Bus, pick up a two-part transfer-discount ticket at the machine inside the BART faregates.

For Clipper users: All transfers are paid for and issued automatically when you tag your card.

** Also good for local-to-transbay transfers

Discount Fares for Seniors & Persons with Disabilities

Seniors, certified persons with disabilities (and their certified personal care attendants when traveling with them), and any other individuals who have been issued a Medicare card, are eligible for reduced fares by showing one of the following forms of identification (ID):

For Seniors (65 and older)

- Regional Transit Connection Discount ID Card
- Medicare card + photo ID
- Driver's license or DMV ID
- Senior ID issued by another transit system

For Persons with Disabilities

- Regional Transit Connection Discount ID Card
- Medicare card + photo ID
- DMV parking placard ID card + photo ID
- Disabled license plate registration + photo ID
- Disabled ID issued by another California transit system

Regional Transit Connection (RTC) Discount ID Card

A personalized RTC Discount ID Card is honored by most Bay Area transit agencies as proof of eligibility for reduced fares for seniors and persons with disabilities. You can also pay your fare with the card by using the Clipper feature and loading value electronically, or by affixing a monthly pass sticker to the face of the card. Call (510) 891-4706 for an RTC Discount Card application.

Making the Move to Clipper

Clipper is the all-in-one regional transit card that stores cash value and passes, and calculates all your fares, discounts, and transfer rules. Clipper is now accepted on AC Transit, BART, Muni, VTA, SamTrans, Caltrain, and Golden Gate Transit and Ferry.

The adult Clipper card is available at hundreds of retail vendors, including all Walgreens stores. The card itself is free—you just need to add a minimum of \$5 in value to start. To register for a youth Clipper card (or your RTC Discount Card, which is also a Clipper card), call (510) 891-4706.

For all Clipper users—adults, youth, and RTC cardholders—adding passes and cash to your card is easy at retail vendors, online, or by phone. You can even set up automatic reloading. For more information on Clipper, visit clippercard.com or call (877) 878-8883.

Buying RTC Monthly Pass Stickers

More than 80 supermarkets, drug stores, check-cashing centers, public offices, and community centers in the East Bay sell the AC Transit RTC monthly pass sticker. To find vendors close to you, visit www.actransit.org (Click on “Rider Info” and “Fares”) or call 511 and say, “AC Transit” (then “Information”). You can also use a mail-order form available at the same web location and phone number.

AC Transit's downtown Oakland ticket office can help you with all fare-related needs and questions. Located at 1600 Franklin Street, the office is open Monday through Friday from 8:00 a.m. to 5:00 p.m.

Riding the Bus

Boarding the Bus

Bus stops are marked with the AC Transit logo and display the bus lines that stop there. Most bus lines have stops every few blocks. Make sure you are on the correct side of the street for your direction of travel. It's a good idea to get to the stop a few minutes before the bus is expected.

Wait for the bus as close as possible to the bus stop pole to make it easier for the driver to see you. You don't have to signal the bus, but doing so will help make sure the driver doesn't miss you by mistake. When the bus arrives, check the line number or letter to make sure it's the bus you want.

Please be aware that all buses have priority seating areas for seniors and persons with disabilities. Non-disabled riders must vacate these seats when needed.

Paying Your Fare

- When using cash, have the exact fare ready before you board. (The bus operator cannot make change.) If you need a transfer, ask the operator and pay 25 cents extra (free with transbay fare).
- When using Clipper, hold your card against the Clipper logo on the card reader inside the bus. A beep and green light mean you're good to go.
- When using an RTC Discount Card with a monthly pass sticker, show the operator or have the card plainly visible (e.g., carried around your neck).

Stopping the Bus

Request your stop about a block ahead by pulling the cord, pressing the button on the pole, or pressing the button above your head (on the green,

commuter-style buses). The “Stop Requested” sign will light up. If you are not sure when your stop is coming up, ask the operator to let you know. Leave the bus through the rear doors whenever possible.

Accessibility

All AC Transit buses have built-in features—priority seating, passenger ramps, lifts, kneelers, and handrails—to make riding easier for seniors and persons with disabilities. Priority seating is marked with signs above or near the seats. You may ask the operator to remind non-disabled passengers to vacate a seat for you. Two wheelchair securement areas are provided on each bus. Using the securement devices is required and the operator will assist you. For more information on accessibility features and services, visit www.actransit.org/rider-info/rider-guides or call (510) 891-7261.

Bringing Your Bicycle

All AC Transit buses have racks on the front that accommodate two bikes. You may load a bicycle at any time of day, with no extra fare or permit. Cyclists must load and unload their own bikes. (Bicycles may also be carried in the cargo bays on the green, commuter-style buses. Operators must open and close the doors for you.) For more detail on loading your bike, including a how-to video, visit www.actransit.org/rider-info/rider-guides.

Keeping You (and Us) Informed

Stay in the Know

- Subscribe to AC Transit e-News for important, timely e-mail updates on the specific bus lines you ride. You'll receive the news you need (but never spam!). It's free, and every month new subscribers are eligible to win a 31-day pass. Visit www.actransit.org and click on “e-News” to sign up.
- Watch for new information onboard, including car cards posted behind the operator and/or brochures in take-one boxes.
- Visit us at www.actransit.org to see what's new.
- Become an AC Transit fan at [facebook.com/rideact](https://www.facebook.com/rideact) and follow us at twitter.com/rideact.

Give Us Your Comments, Complaints, and Commendations

- Use the online form at www.actransit.org (under “Customer Assistance”).
- Send an e-mail to customerrelations@actransit.org.
- Call 511, and say, “AC Transit” (then “Customer Relations”).
- Send a letter to AC Transit Customer Relations, 1600 Franklin Street, Oakland, CA 94612.

Note: If you have a specific incident to report, please include the date, time, location, direction of travel, bus line, bus number (inside above the windshield), and driver description.