



Rider's Guide



Ride with Transpo!

Transpo serves South Bend and Mishawaka, providing convenient connections to work, school, shopping, recreation and entertainment opportunities.

Questions or feedback?

Contact Transpo via phone or email.

574.233.2131

businfo@sbtranspo.com



South Street Station Information Booth

574.233.2131

Mon-Fri.....7am-6pm
Sun.....Closed

Administrative Offices

574.232.9901

Mon-Fri.....8am-5pm
Sat/Sun.....Closed

Follow [@SBTranspo](#) on Facebook and Twitter for up-to-date information on detours and other Transpo events.

574.233.2131

sbtranspo.com



Lost & Found

Please make sure you collect your belongings prior to leaving the bus. Transpo assumes no responsibility for items left on board. If you find an unattended item, please report it to the bus driver immediately.

Drivers conduct sweeps of the vehicle on a regular basis. Any unattended items found during regular operating hours will be turned into the Information Booth at South Street Station or Administrative Offices.

Suggestions or Comments

Transpo welcomes all rider comments and suggestions. Please call us at 233-2131 or write to:

Transpo Customer Service
1401 S. Lafayette Blvd
South Bend, IN 46613

Handy routes get you there



Visit sbtranspo.com to view the system map. You can also utilize Apple or Google maps to plot a route. Just type in your destination and select transit from the options. If you're still not sure about your best route, simply call the Transpo Information Line at 233-2131, or check out our website at sbtranspo.com

Timetables for your schedule

Transpo publishes detailed schedules for each bus route. Schedules are available at South Street Station, Transpo Administrative office and online at sbtranspo.com

The Transpo Information Line at 233-2131 is available from 7:00 a.m. and 6:00 p.m. Monday through Friday.

The cover of each route schedule shows the route name and popular destinations. Inside you'll find a map and a schedule showing when buses are due to arrive at various stops along the route. Transpo buses only stop at designated bus stop locations along the route.

Please note there are different schedules for weekdays and Saturdays. Transpo does not operate on Sundays and the following Holidays:

Memorial Day
Thanksgiving
4th of July
Christmas Day
Labor Day
New Year's Day



Boarding the Bus

Select the route to your destination and arrive at the bus stop at least five minutes before your bus is scheduled to arrive.

Each bus displays the name and number of the route above the windshield and next to the front door. Make sure you are boarding the correct bus as several buses may travel along the same street.

Please have exact fare ready to deposit in the fare box or have your day, two-week, 31-day bus pass or ID (if applicable) ready. A fare is required each time you board a bus. Day passes may be purchased on board with bus with \$3.00 (exact change required). Visit sbtranspo.com for information on purchasing bus passes. Children age 4 and under are free (limit two children per each paid adult).

When you are about a block away from your destination, signal the driver by pulling the cord above or between the windows.

Rules of the Road

For the safety and comfort of all passengers on Transpo, please observe the following rider guidelines:

Passengers are prohibited from standing in front of the white line and may not distract the driver.

Smoking is prohibited on all Transpo buses and properties, including transfer centers and administrative offices.

Eating and drinking on board is prohibited. To avoid spills and litter, please keep any food and liquids carried on board unopened.

Please be courteous and give up your seat to an elderly or disabled rider. The side-facing seats at the front of the bus are reserved for these individuals.

Music requires the use of headphones. Certified service animals and small animals in enclosed cages are allowed on Transpo buses.

Riders must be able to carry on all bags / items in one trip without assistance from drivers. Items may not block aisles or exits. Firearms, weapons and dangerous materials are not permitted on board Transpo vehicles.

Bike Racks

Every Transpo fixed route bus is equipped with a bike rack to promote biking and busing. Each bus can accommodate at least two bikes on a first come, first serve basis. Transpo does not allow bikes to be transported inside buses due to safety concerns. Bikes may be loaded and unloaded at any bus stop.

Accessibility



All Transpo buses are wheelchair accessible, in accordance with ADA guidelines and regulations.

Access Paratransit Service



Access is a public transportation service that complements Transpo's regular fixed route service. Disabled persons unable to use fixed route bus service may qualify for service on specially equipped Transpo Access vehicles. Call 234-1188 for details. Fare is \$2.00 each way. Access service is available from 6:00 a.m. until 9:00 p.m. on weekdays, and from 7:30 a.m. until 6:00 p.m. on Saturdays.