

FREQUENTLY ASKED QUESTIONS

1. How do I sign up?

Create an account with Chariot one of the following two ways, using your **County of San Mateo email address**:

- Option 1: Chariot's mobile app
Search Chariot in your mobile app store and download the app for free. Once downloaded, create an account by providing your County email address, your name, and your phone number. You will receive an email to verify your account - be sure to click on the link!
- Option 2: Chariot's website (www.chariot.com)
Click "Sign Up" and enter your name and County email address. You will receive an email to verify your account - be sure to click on the link!

2. I didn't receive a confirmation email.

In Outlook, check your Clutter folder and search for Held Messages. "Permit" the email from hello@chariot.com. Then, attempt to verify your email address again.

Clutter is a feature in Outlook that filters incoming emails using an algorithm. This is not a feature that ISD or the Commute Alternatives Program can alter.

To be sure that Chariot emails do not get filtered into your Clutter again, you can take the extra step of adding hello@chariot.com to your Safe Senders list. In Outlook, click on the Home tab, then Junk >> Junk E-mail Options >> Safe Senders >> Add...

3. What if I have a personal Chariot Account?

Log in to your Chariot account via the website (NOT your mobile device) and add your County email address under Settings, in the field that is labeled "Professional Email."

4. How do I pay for the commuter bus?

You can enter payment information through our app or on our website.

5. Can I try the bus before purchasing a pass?

YES! If you are a first-time rider, you can ride for **one week for free**! First sign up to use Chariot. Then, load your free one-week trial pass by entering promo code SMCTRAVEL in your Chariot app under Payments, or in your online Chariot account under Purchases.

Call 1-888-735-5079 or Chat with Chariot support staff on the app or website if this does not work for you. Provide them with your Chariot 5-digit ID and/or your County email address, and they will apply the code to your account for you.

6. What is the commuter bus route schedule?

Please consult the Commuter Bus website for a full list of routes and pickup times. For routes and pickup times specific to your needs or on-the-go, search routes on Chariot's website or in Chariot's app by entering your pickup stop and destination.

7. How do I reserve a seat?

Book through the Chariot app, the Chariot website or by calling Chariot's support team. Please refer to Chariot's [video](#) and the commuter bus website for further instructions.

8. How far in advance can I book?

As soon as your Chariot is active on the service route, you are able to book, typically as early as one hour before departure. Chariot is building an advanced booking feature specifically for San Mateo County, which will be available in 2018. Be on the lookout for this new feature!

9. I rode the Commuter Bus to work, but my afternoon bus was full and I couldn't book.

In the event that your afternoon bus is full, we encourage you to take the next available bus if possible. In the event that it is an emergency, and you need to get home right away, you have several options to get home. These options will be reimbursed through the Emergency Ride Home program.

- Carpool with a coworker
- Take public transit
- Take a taxi

Please note the route and time you attempted to book; we will be able to verify with Chariot that the bus was full, which will allow us to approve your request for a reimbursement.

10. What if I need ADA accommodations?

With 48-hour notice, Chariot will provide an ADA-compliant vehicle for your requested route. To make a request please follow these [instructions](#).

11. I have a hard time getting in and out of the vehicle.

Each van is equipped with a folding step-stool to minimize the height of the first step into the van. The driver will deploy the stool upon request.

12. Is there WiFi?

Yes, all of the Chariots will have wifi.

13. Is there a bike rack?

Yes, all of the Chariots will have bike racks available.

14. Can I bring a friend or family member on the commuter bus?

The commuter bus is available to County of San Mateo employees only. If your friend or family member is a County employee, encourage them to sign up!

15. Can I ride other Chariot routes?

You can use the public routes available in San Francisco. See the app or Chariot's website for route stops and pickup times.

Note: These routes are not covered by your monthly commuter bus pass, and your personal credit card will be charged for reservations outside of the commuter bus routes.

16. How can I give feedback?

At the end of your ride, you can leave comments in the text box when you rate your experience. This feedback goes directly to Chariot and the Commuter Bus team, who are working together to help optimize your route and ride experience.

You can also contact Chariot after your ride, via the Chat function in their app or on their website. Please see the Feedback and Contact section of our website for more details.

17. How can I contact Chariot?

The quickest and easiest way is through Chariot's app. Tap "Support" from the menu and click on "Speak with a Chariot Team Member." Alternatively, you can:

- Shoot Chariot an e-mail at hello@chariot.com.
- Hunt them down on their website - there is a live chat function!
- For emergencies, call 1-888-735-5079.

During operating hours, Chariot has live customer support standing by to provide you with immediate responses. Current support hours are Monday - Friday, 3:30am to 9:00pm, Saturday, 8am to 8pm and Sunday, 4pm to 8 pm. Chariot is expanding towards 24/7 service, stay tuned!

18. What do I do if I left something on my commuter bus?

Contact Chariot, either through their mobile app and website Chat functions, or through their hotline. They can search the vehicle you rode for any lost items. They also have a lost and found that their Drive Team can look through for missing items.

Please note: Chariot is not responsible for lost or stolen items on their vehicles.