



VTa Contact Information

VTa Downtown Customer Service Center

2 North Market Street, San José, CA 95113
Monday through Friday, 9:00 a.m. to 6:00 p.m.
Closed Saturdays, Sundays, and holidays

Customer Service Call Center

(408) 321-2300
Automated information available 24 hours in English/Spanish
(800) 894-9908 outside Santa Clara County
(408) 321-2330 TTY
customer.service@vta.org

Lost and Found

If you forget your bike on the bus or train, you can claim it at 3331 North First Street, San José, CA 95134 in the Protective Service's Department located in Building C between the hours of 9 a.m. to 4 p.m. Monday through Friday. Please call (408) 321-7171 to check for your bicycle before arriving.

Get Involved

VTa and County Bicycle and Pedestrian Advisory Committee . . . vta.org/about/board-and-committees
Silicon Valley Bicycle Coalition bikesiliconvalley.org
California Bicycle Coalition calbike.org
California Walks. calwalks.org

Many cities have a Bicycle and Pedestrian Advisory Committee (BPAC) comprised of residents who provide input on bicycle and pedestrian issues. Contact your city government for more information.

Report a Hazard

The Silicon Valley Bicycle Coalition lists contact information for reporting hazards in your area. Visit bikesiliconvalley.org/resources/report-a-hazard.

The VTA Bikeways Map illustrates the bike lanes, multi-use paths, and bicycle/pedestrian bridges throughout Santa Clara County. The map also rates the level of difficulty for selected streets. The ratings were developed jointly by VTA, local jurisdictions, and bicyclists. This map is also available at: vta.org/go/maps



Bikes on Transit

General Rules:

- All bicyclists must pay the appropriate fare. There is no additional charge for bringing a bicycle on board.
- Allow other passengers to enter or exit before loading or unloading your bicycle.
- Bicyclists are responsible for loading and unloading their bicycles.
- Do not block doors, aisles, or stairwells with your bicycle while on board.
- Avoid getting chain grease on transit vehicles and other passengers.
- Muddy bicycles are not permitted on board at any time.
- Bicyclists must attend to bicycles not secured in racks while on board transit vehicles.
- Only human powered and sealed dry cell or gel cell electric-assisted bicycles are allowed on board.
- In emergency situations, please leave your bicycle on board.
- Always walk your bicycle on station platforms and at transit centers.
- Do not lock your bicycle to poles, light fixtures, railings, etc. at transit centers or on rail platforms.

Bikes on VTA Buses

All VTA buses have exterior racks that accommodate up to three bikes. Sixty-foot articulated buses also have bike parking inside the bus, accessible through the rear door. Let the operator know before loading or unloading your bike.

Bikes on VTA Light Rail

Each VTA light rail vehicle has interior racks with space for up to eight bicycles. Please enter through the doors marked by a bicycle symbol.

Bikes are allowed on Caltrain and BART See caltrain.com and bart.gov for details.

Bike Share

On-demand bike rental is available in some cities through BayWheels. For a map of locations, pricing, and more information: lyft.com/bikes/.

E-Scooters

On-demand e-scooter rental is available in several cities. Check city websites for availability, pricing, and locations.

Electric Bicycle (E-Bike) Safety Tips

General Rules:

- Start slow and practice before traveling at the highest speeds.
- Brake sooner than you would with a regular bike and look farther in the distance for hazards.
- Wear a helmet. It's the law if you are 17 or under or if your bike has a maximum motor-assisted speed greater than 20 mph.
- Know where you can go. Check local rules to find out if you can ride your e-bike on trails or sidewalks.
- When on trails, ride the speed limit, and slow down and call out when passing others.

Tips for Commuting by Bicycle

- **Plan your route in advance.** Use this map, online maps, and talk to other bicyclists to find the best route for you. Test ride your route when you're not in a rush.
- **Maintain your bicycle in good condition.** Check brakes regularly and keep tires properly inflated. Routine maintenance is simple and you can learn to do it yourself.
- **Take a class.** Several organizations provide bicycle classes for adults. Start by contacting the Silicon Valley Bicycle Coalition: bikesiliconvalley.org
- **Ride a well-equipped bicycle.** Be sure your bicycle is adjusted to fit you properly. Outfit it with front and rear lights, a bell, rear-view mirror, and fenders (for rainy rides). Racks, baskets or bike bags are also useful for carrying things.
- **Dress appropriately.** Wear a helmet whenever you ride (required by law for bicyclists 17 and under). Wear clothes in layers, so you can adjust to temperature changes on longer rides. Wear reflectors or fluorescent colors when riding in the dark.
- **Add transit to your ride.** Taking your bike on the bus or train means you can travel longer distances or skip sections you're not comfortable biking.
- **Expressways:** Bicycles are permitted on all Santa Clara County expressways. The expressways generally carry high volumes of traffic at high speeds. Bicyclists are therefore advised to use caution. Although there are bike lanes on some expressways, expressways should only be used by bicyclists with advanced skills.
- **On-ramps/Off-ramps:** Bicyclists should exercise extreme caution in areas where freeway and expressway on-ramps and off-ramps merge with local streets.
- **Bike loop detectors:** At some intersections, bicyclists can trigger a green light by placing the bicycle's wheels on the loop detector. The loop indicator may or may not be marked with a permanent stencil.

Bicyclists, like all roadway users, must follow the California Vehicle Code.

The Vehicle Code is available at codes.findlaw.com/cal/vehicle-code/.

Did you know?

- Bicyclists have the same rights and responsibilities as motorists.
- Bicyclists may ride on all roadways unless it is specifically prohibited.
- When passing bicyclists, motorists must leave at least three feet between the bicycle and vehicle. If three feet is not possible, motorists must slow down and pass safely.
- Unless specifically prohibited, slower-speed electric bikes are permitted on paved paths if they have a maximum motor-assisted speed of 20 mph. Trail speed limits must be followed.
- Electric scooters should only be ridden in bike lanes or on the street. You must have a driver's license or instruction permit to operate an e-scooter.

Secure Bike Lockers

Secure bike parking is provided at various locations throughout Santa Clara County. See the map on the reverse side for locations.

Day-Use Lockers

VTA provides first-come first-serve electronic bike lockers at VTA transit centers and most light rail and Caltrain stations. A nominal fee, deducted from a "smart card" is charged for each use. To view locker locations or to sign up for a BikeLink smart card: bikelink.org (888) 540-0546.

Caltrain Stations

Most Caltrain stations in Santa Clara County offer secure bike parking. For inquiries:

Bike lockers at stations Tamien northward: contact Caltrain at caltrain.com or (650) 508-6350.

Bike lockers at stations south of Tamien: contact VTA Customer Service.

Bicycle storage shed in Mountain View: City of Mountain View public.works@mountainview.gov or (650) 903-6311.

BART Stations

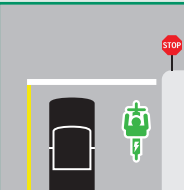
Secure bike parking is available to BikeLink card holders at the Milpitas and Berryessa/North San José BART stations. The Milpitas BART station has an indoor self-service bike station with 185 spaces as well as 24 on-demand e-locker spaces. The Berryessa/North San José BART station has an indoor self-service bike station with 181 spaces as well as 10 on-demand e-locker spaces. For more information, please visit BikeLink.org.

Preventing Bicycle Theft

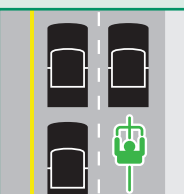
Locking your bike to a bicycle rack can prevent most bicycle thefts. If you are leaving your bike at a station, make sure it is locked well. Whether you're taking your bike on board or parking it at a station, make sure you record your bike's serial number along with a description of the bike. This will greatly increase your chance of recovery if it is stolen. Lock frame and both wheels with U-lock and cable.

MICROMOBILITY LAWS & SAFETY TIPS

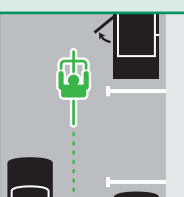
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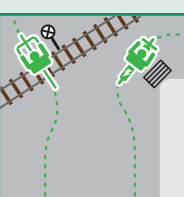
Bicyclists and e-scooters are required to obey traffic signs and signals
Come to a complete stop at stop signs and red lights.



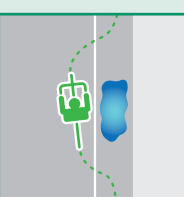
Ride in the middle of the lane in slow traffic
Don't ride the line. Get in the middle of the lane at busy intersections and whenever you are moving at the same speed as traffic.



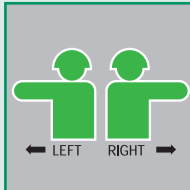
Keep clear of the door zone
Ride a door's width away from parked cars. You have the right to ride in the middle of a traffic lane if it is too narrow to share with a car.



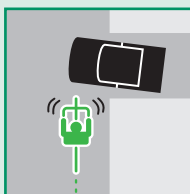
Avoid road hazards
Watch out for parallel-slat drainage grates, slippery manhole covers, oily pavement, detour signage, sand, gravel, and debris. Cross railroad tracks carefully at a 90 degree angle.



You may leave a bike lane
When a road hazard obstructs a bike lane, or you anticipate a motorist might turn across your path, you may temporarily merge with caution into the adjacent traffic lane for safety.



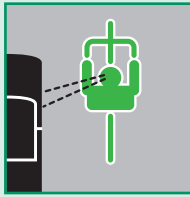
Use hand signals
Hand signals tell motorists what you intend to do. Signal as a matter of law, courtesy, and self-protection.



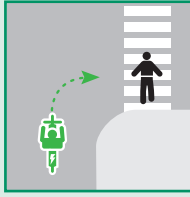
Ride with both hands, ready to brake
You may need to stop suddenly at unexpected times. In rain, allow three times the normal braking distance.



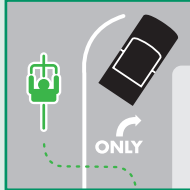
Ride to see and be seen
Use a strong headlight and rear reflector or taillight at night or when visibility is poor. Wear reflective or fluorescent clothing. Be sure your bike has pedal and side reflectors.



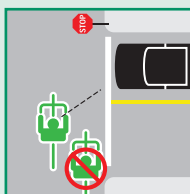
Scan the road around you
Keep your eyes roving constantly for cars, people, sand and gravel, grates, etc. Learn to look back over your shoulder without losing your balance or swerving.



Yield to pedestrians
Pedestrians on sidewalks, on transit boarding islands, and in crosswalks have the right-of-way. When entering or exiting driveways, bicyclists must yield to pedestrians on the sidewalk.



Follow lane markings
Do not turn left from the right lane. Do not go straight in a lane marked right-turn only.



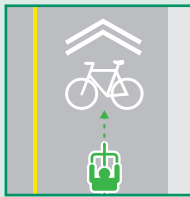
Watch for cars pulling out
Make eye contact with drivers. Assume they don't see you until you are sure they do. When the sun is in their eyes, drivers may not see you.



Ride the speed limit on trails
Most trails have speed limits of 15 mph or less. Respect the safety and comfort of other trail users by riding at or below the speed limit, and slowing when passing.



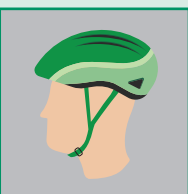
Proceed with the walk signal
In California, bicyclists may cross an intersection when the pedestrian walk signal is on.



Take the lane when sharrow are present
On roadways with sharrow markings, bicyclists are expected to ride where the sharrow is placed, if comfortable.

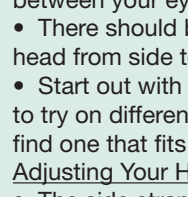


Call out when passing others
Slow down, call out, or ring a bell before passing other trail users, and always give at least three feet passing distance.



Wear a helmet
Wearing a bike helmet improperly is the same as not wearing a helmet at all. **Fitting a Helmet:**

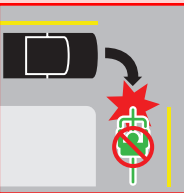
- Place it on your head without fastening the straps.
- There should be a two-fingers width between your eyebrows and helmet.



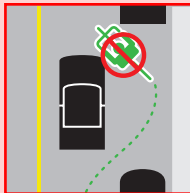
Choose the best way to turn left
There are three ways to make a left turn.

1. **Like a vehicle:** Signal, look back for oncoming traffic, then move into the left turn lane. Turn left when it is clear.
2. **Like a bicycle:** Ride to the far side of the intersection, stop, turn, and then ride across the street when the lights turn green.
3. **Like a pedestrian:** Walk your bike across the intersection.

DON'Ts



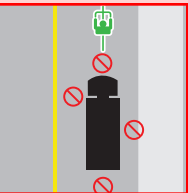
Never ride against traffic
Motorists are not looking for people riding against traffic on the wrong side of the road.



Don't weave between parked cars
Motorists may not see you when you try to move into traffic.



Don't ride on the sidewalk
The sidewalk is for pedestrians. Riding on the sidewalk is against the law in some cities. If you must ride on the sidewalk, ride slowly, yield to pedestrians, and watch for cars at driveways and intersections.



In front, or far behind, not beside!
To ensure drivers of large vehicles (buses, trucks, and motor homes) can see you, stay out of their blind spots. Never pass on the right side. Ride far enough behind the driver to see you, and at least four feet from the sides to avoid falling under a large vehicle.



Don't pass on the right
Motorists may not look for nor see a person passing on the right.



Earbuds only in one ear
It is against the law to wear earphones or earbuds in both ears while riding. You must always keep one ear free to listen to traffic.



Don't bike under the influence
It is against the law to ride a bicycle or e-scooter under the influence of alcohol or drugs.

Weekend Adventures

For more recommendations, visit bikesiliconvalley.org/resources

Family Day via Guadalupe River Trail

Explore the Guadalupe River levees on a bicycle adventure with the kids! Spot planes circling the San José Mineta International Airport, play at the Rotary PlayGarden, and enjoy some leisurely birdwatching.



Visit the Campbell Farmer's Market via Los Gatos Creek Trail

Embark on a vibrant adventure with your bike basket, ready for a Sunday morning ride! Grab some coffee, pick fresh produce, and get your shopping done.



Date Night Ride in Downtown Sunnyvale via Evelyn Avenue

Skip the parking hassles and pedal alongside your date! Go to the movies, play indoor mini golf, and enjoy some drinks along Historic Murphy Avenue.



Connect with Nature via Coyote Creek Trail

Relax in the beauty that surrounds us. Indulge in the fragrance of wildflowers, enjoy the views, and breathe in the essence of the landscape of the South County along the Coyote Creek Trail.

