



ACCESSIBLE TRANSPORTATION CUSTOMER GUIDE



VIA METROPOLITAN TRANSIT AUTHORITY

VIA Metropolitan Transit Authority was formed in 1978 when it took over transit service from the City of San Antonio. Serving more than 1,200 square miles within Bexar County, VIA's territory includes San Antonio, some surrounding municipalities and all unincorporated areas.

Mission Statement

At VIA, our mission is to provide safe, dependable and cost-effective public transportation services to enhance the quality of life in the communities we serve.

This user's guide to accessible transportation is designed to help fulfill VIA's mission and promote the broader goal of the Americans with Disabilities Act (ADA) of 1990.

The ADA encourages:

Independence, Self-Sufficiency and Integration
Into the mainstream of society.

VIA Metropolitan Transit
P O Box 12489
800 W. Myrtle
San Antonio TX 78212
Phone 210-362-2140 Fax 210-362-2563

www.viainfo.net

Revised edition Nov 2011

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Helpful Telephone Numbers

You may contact our Customer Information Office to make comments or suggestions about our services. Customer service agents can also provide information about bus routes, accessible bus stops, bus schedules and trip planning information.

Monday-Friday 6:00 AM to 8:00 PM

Saturday 7:00 AM to 7:00 PM

Sunday 8:00 AM to 5:00 PM

(210) 362-2020 TTY: (210) 362-2019 Toll Free: 1-866-362-2020

Customer Information (complaints, concerns, questions)

Monday-Friday 8:00 AM to 6:00 PM

Saturday-Sunday 8:00 AM to 5:00 PM

(210) 362-2020 TTY: (210) 362-2019 Toll Free: 1-866-362-2020

VIATrans Reservations and Rescheduling Reservations

One to seven days in advance. No same-day reservations.

8:00 AM to 4:45 PM

(210) 362-5050 TTY: (210) 362-5060 Toll Free: 1-866-362-5050

VIATrans Automated Cancellations

Customers can cancel VIATrans trips 24 hours a day. Agents are available from 4:00 AM to midnight. After midnight, 12:01 AM to 3:59 AM, customers can leave voice messages to cancel their trips.

(210) 362-5050 TTY: (210) 362-5060 Toll Free: 1-866-362-5050

VIATrans Cancellations

Monday-Sunday

5:00 AM to Midnight

(210) 362-5050 TTY: (210) 362-5060 Toll Free: 1-866-362-5050

Where's My Ride?

Monday-Sunday 5:00 AM to Midnight

(210) 362-5050 TTY: (210) 362-5060 Toll Free: 1-866-362-5050

Will-Call Requests

Monday-Sunday

6:00 AM to 11:00 PM

(210) 362-5050 TTY: (210) 362-5060 Toll Free: 1-866-362-5050

Accessible Services

VIA Metro Center

1021 San Pedro

San Antonio, TX 78212

Monday-Friday

8:00 AM to 4:45 PM

(210) 362-2140 TTY: (210) 362-2019 Toll Free: 1-866-362-4200

Services Area and Hours

VIA's service area is the City of San Antonio, unincorporated areas of Bexar County and other municipalities wholly or partially within Bexar County which by popular vote have elected to collect sales taxes in support of VIA's services. The service area also includes United States military installations within Bexar County.

VIA may not provide transit services to cities who have elected not to collect sales taxes for public transportation. Currently these cities are the following:

**Helotes
Hill Country Village
Hollywood Park
Live Oak
Lytle
Schertz
Somerset
Universal City
Windcrest**

Service hours are 4:00 AM to 12:30 AM, daily. However, some areas do not have bus service seven (7) days a week and service on some routes begins after 5:00 AM and ends before 12:30 AM. For bus schedules, routes, and trip-planning assistance, please call the VIA Customer services telephone number at (210) 362-2020, TTY (210) 362-2019, or access the VIA website at **www.VIAinfo.net**.

VIAtrans paratransit service is provided as a complement to regular city bus service, and as such, parallels the same hours of the day and days per week as fixed route bus service. VIAtrans service may be provided within three-quarters of a mile of a fixed bus route. VIAtrans service is not provided to any areas more than three-quarters of a mile beyond a city bus route.

ACCESSIBLE FIXED ROUTE CITY BUS SERVICE



The Fixed Route City Bus System

VIA city buses run on fixed routes and fixed schedules; that is why the regular city bus system is referred to as "fixed route service". Generally, a city bus will follow the same path at the same time every day, with minor differences at night and on weekends. This makes it easy for bus riders to plan their trips and is especially helpful for persons who take the same trip every day.

VIA has bus routes that go to places all over town. You can use the bus to go to malls, grocery stores, medical appointments, job sites, colleges and universities, government offices, banks, the SBC & AT&T Centers, the Alamodome, museums and other places of interest. For special events such as Spurs basketball games, Fiesta and some concerts, VIA provides service from our park and ride locations directly to the event location. Customers can call our customer information center at 362-2020, to find out more about special event service.

VIA's bus system is designed to get customers to their destinations as quickly and easily as possible. VIA now has five levels of service to meet the various needs of our customers.

- **FrequentService**
The best service in the system. Bus routes that run every 15 minutes or better during the day, so frequent you hardly need a schedule.
- **MetroService**
These are fixed routes operating every 30 or 60 minutes. Some run more frequently during the morning and afternoon peak periods.
- **ExpressService**
Routes designed especially designed for commuters because they travel on expressways quickly connecting customers to employment centers from Park & Rides.
- **SkipService**
These routes travel along major streets skipping stops so the bus can get customers to their destinations faster. Formerly called Limited Stop service.

Each bus route has a number and name, such as the #92 Fredericksburg and the #44 South Flores St. Every bus stop has a large sign that shows the route numbers, customer information telephone number and bus stop identification number. VIA prints pocket schedules for every bus route. Each pocket schedule includes a map that shows where the bus goes, and the departure times at key bus stops along the way. Pocket schedules are available by mail, at our information centers, on-line at www.viainfo.net and in places throughout the community like libraries, colleges and hospitals. Customers can call VIA's customer information center at 362-2020 to get bus route or trip planning information.

All bus routes, but not all bus stops are 100% accessible on Saturdays, Sundays and holidays. Customers can call our customer information center at 362-2020, to find out if a bus stop or route is accessible. Customer service agents can also provide assistance to anyone wanting to plan their trip before they leave home.

Accessible City Bus Service

The federal **Americans with Disabilities Act of 1990 (ADA)** is a civil rights law that, among other things, requires equal access to public transportation for persons with disabilities. Transit agencies such as VIA must take specific steps to make regular city bus service accessible to persons with disabilities. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities.

The ADA also requires paratransit service as a 'safety net' for persons whose disabilities prevent them from accessing or using regular city bus service. The federal government adopted minimum criteria that transit agencies have to meet in operating this complementary paratransit service. Complementary paratransit service is intended to offer a similar level of service to that provided by regular city bus service. Paratransit service is not required nor intended to meet *all* the transportation needs of persons with disabilities. Rather, it is intended to help customers with special travel needs to access and utilize public transportation.

Many people with disabilities can and do use the bus for some or all trips. Customers whose disabilities prevent them from traveling by regular city bus may be eligible for VIA's paratransit service called VIAtrans. VIAtrans customers who use the city bus for some trips, may ride the regular city bus free of charge along with their authorized personal care attendants (PCAs) and/or one companion. VIAtrans customers may also utilize VIA's Special Event transportation services at no cost .

Customer Assistance:

All VIA bus operators have been trained to assist people with disabilities and will:

- Activate the lift or ramp; if available
- Upon request, lower the bus several inches to make getting on the bus easier
- Announce major intersections
- Secure your wheelchair

VIA buses are now equipped to provide automated major intersection announcements. In addition, an external audio announcement will identify the bus route number and direction for the benefit of passengers waiting at the stop.

Priority Seating for Elderly and for Persons with Disabilities on Buses

Priority seating is available on buses for riders who are elderly or who have disabilities. Other customers will be asked to move to another seating area if a customer who is elderly or disabled requests a designated seat, even if other seats are available. The operator will not require anyone to move from designated seating; however, the operator will appreciate customer cooperation and courtesy.

Boarding and Exiting

As a general rule, customers who are exiting the bus should do so from the rear. Customers boarding the bus should do so at the front.

Traveling with Animals

Guide dogs, hearing dogs, signal dogs, helper monkeys, or any other animal trained to assist with activities of daily living, work or perform tasks for persons with disabilities are classified as working or service animals. These animals can ride any of VIA's vehicles when providing assistance to or being trained to provide assistance to individuals who have disabilities. Small pets not classified as working or service animals can be transported on VIA's vehicles. The animal must be small enough to be held on the lap of the customer and must be in a cage, pet carrier or on a leash.

NOTE: If at anytime it is the bus Operator's judgment that the service animal is not within the owner's control, or that the animal may pose a direct threat to any passengers, the Operator has the right to refuse or terminate service to that animal.

Reduced Fare Card Program

If you are a senior citizen age 62 years of age or older, a Medicare recipient, or a veteran with a 100% disability rating, you automatically qualify for a VIA Reduced Fare bus pass and you do not need to complete a Reduced Fare application. You will need the following documentation:

SENIOR CITIZENS 62 years or older and must present a Texas Department of Public Safety Drivers License, I.D., or birth certificate to verify age;

MEDICARE recipients must present a valid Medicare Card and a Texas Department of Public Safety Driver's License or I.D;

VETERANS must present a VA verification statement of 100% disability rating.

If you are not included in these groups but have a disability ,impairment, or condition that makes traveling difficult, you may qualify you for a Reduced Fare bus pass. You will need to complete an application for Reduced Fare which will need to be certified by your physician or professional health care provider.. You may obtain an application for Reduced Fare at any VIA service center , you may call the VIA Customer Service Center at 362-2020 to have an application mailed to you, or you may download it from our web site at www.viainfo.net. The completed application may be delivered or mailed to any VIA service center and will be forwarded to the VIA Metro Center for processing.

Travel Training Services

VIA offers a free Travel Training program for customers who would like to learn to use regular city bus service. Customer can schedule a training session with VIA's travel trainer who will meet with the customer, family members and health care providers to discuss the travel training program. Before actual travel instruction begins, the customer's travel skills are reviewed by the travel trainer to determine the level of training the customer will need. The travel trainer will then design a program to meet the customer's specific needs. Each individual who is referred for travel training is seen for a travel-training assessment to determine what he or she would like to learn. The assessment is used as a tool for the trainer and the customer to set goals and develop an individual training plan. Once the individual training plan is developed, various training methods and evaluation techniques are used to assist the customer in learning to use city bus service. Generally, the travel trainer will accompany and/or assist the customer on fixed route bus trips until the customer has attained the proposed goal or has achieved maximum benefit of travel training program.

VIA understands that due to individual circumstances, many customers will not be able to be able to use city bus service for all of their travel needs. It is hoped, however, that the customer who participates in travel training can travel city bus for at least some of their trips. Anyone who is interested in participating in VIA's free travel-training program, can contact the travel trainer at the VIA Accessible Services Office (210) 362-2140.

Your Opinion Counts

VIA welcomes any feedback that will help improve our service. Customers can write to VIA at PO Box 12489, San Antonio, TX 78212, call our customer information line at (210) 362-2020, or visit our web site at www.viainfo.net. Please be sure to have specific information about your suggestion or comment. When making a complaint, please have the following information available so that we can research the incident:

- **Name of operator**
- **Location of incident**
- **Date and time of incident**
- **Bus or van number**
- **Route name and number**
- **Bus stop/Transfer facility**
- **Description of Incident**
- **Name of individual involved in the incident**

Additional information may be requested. Customers who want responses to their complaints, comments or suggestions need to let the customer service agents know if they want their response in writing, by telephone or by e-mail.

Security

Occasionally, uniformed and plain-clothed police officers ride VIA buses to ensure the safety of all customers. These officers can arrest and detain customers who are drunk, disorderly or violating the law in any way.

Concealed Weapons, Eating, Drinking and Smoking

Customers are absolutely not permitted to carry guns or any other weapons on any vehicle owned by VIA or owned by a VIA contractor. Because we want our vans and buses to be clean and free of debris, VIA does not allow eating, drinking, or smoking on the vehicles.

Wheelchair and Scooter Requirements

Safe operation of a vehicle lift or ramp requires that the exterior dimensions of a mobility device and any attachments should not exceed 30 inches in width and 48 inches in length (30" x 48") or a combined weight of 600 pounds when occupied. Under the Americans with Disabilities Act of 1990 (ADA), public transportation providers are not required to accommodate mobility devices larger or heavier than these specifications. VIA reserves the right to not transport persons who use wheelchairs or similar mobility devices that exceed these dimensions or weight restrictions, particularly if such devices do not readily or safely fit on a lift or ramp, or cannot be safely secured inside the vehicle.

Groceries and other Personal Effects

Operators are not required to provide assistance with grocery bags or packages. Customers, their companions, and personal care attendants (PCAs) can board a van or bus with packages or groceries that can be carried by them without the assistance of an operator. Packages or groceries may not take up additional seating on the vehicles, block aisles, and interfere with boarding and/or off loading, inconvenience or cause injury to other customers. For this reason, we recommend that customers and their companions or PCAs carry no more than two bags per person.

Articles that might cause injury or damage are not permitted on buses or vans. These articles include, but are not limited to fishing poles, firearms, explosives, gasoline, large bundles or items that may block aisles, and roller blades and skates while being worn.

Lost & Found

All items (books, packages, hats, etc.) left on a bus or van at the end of each day are taken to VIA's Lost and Found Center. Whenever possible, VIA employees contact customers who have lost items on buses or vans. Customers can pick up lost items at the VIA Metro Center, 1021 San Pedro Avenue. Customers will be asked to show some form of identification to claim their property. Items are kept for a period of 30 days. After 30 days, they will be given to schools, libraries, charitable organizations or discarded.

VIAtrens Paratransit Service

for customers with disabilities who cannot independently travel by regular city bus



The **Americans with Disabilities Act of 1990(ADA)** provides that public entities operating a fixed route transportation system shall also provide complementary paratransit services to individuals with disabilities. VIA's paratransit service is call **VIAtrens**. In accordance with the ADA, paratransit service is provided to eligible persons who have a medical impairment or condition of such severity as to *prevent* them from independently traveling by regular city bus for most trips. VIAtrens is not intenede or provided for emergency medical transportation. VIAtrens is a demand-responsive, advance reservation, shared-ride, address-to-address, curb-to-curb public transportation service comparable to the fixed route city bus service. While VIAtrens service is available to ADA-eligible persons, all persons in the VIA service area, including persons with disabilities, are encouraged to travel on VIA's fixed-route buses wherever and whenever possible. VIA makes accommodations as required by the ADA to facilitate the use of fixed-route bus service by persons with disabilities, and will make or promote additional accommodations to the extent practical. VIAtrens meets and will continue to meet the U. S. Department of Transportation (USDOT) Rules of 49 CFR Part 37, which implement various provisions of the **Americans with Disability Act of 1990 (ADA)**.

VIAtrans Paratransit Eligibility

Per ADA guidelines, paratransit service may be provided to persons with a physical, mental, or visual impairment of such severity as to prevent independent city bus travel, without consideration that it may be difficult, challenging, uncomfortable, or inconvenient to do so. The presence of a disability, diagnosis, or condition alone does not determine automatic paratransit eligibility. Rather, paratransit eligibility is determined by whether the applicant's functional mobility is so severely restricted that the applicant is prevented from performing the mobility skills necessary for independent city bus travel, even though it may be difficult, inconvenient, or challenging to do so.

As part of the VIAtrans eligibility and recertification process, customers may be asked to participate in physical functional assessment performed by a certified therapist to obtain specific information about their impairment and how it currently affects their ability to perform those skills and tasks necessary for city bus travel. The functional assessment performance report along with the application information and supplemental documentation are reviewed by an VIAtrans Eligibility Specialist who will make the eligibility determination. The customer is notified by mail of their eligibility status within twenty-one days of the completed record.

VIAtrans applications may be obtained from the VIA Accessible Services Office(210-362-2140), from any VIA transit service center, or may downloaded from the VIA website at **www.viainfo.net**.

Recertification

In compliance with the Americans with Disabilities Act (ADA) of 1990, all paratransit customers are required to recertify their paratransit eligibility at regular intervals. In 1995, the VIA Board of Trustees resolved that the recertification period for VIAtrans customers occur at least once every 3 years. Recertification attempts to insure that VIA has the most current information regarding the customers' contact information and any significant changes in health status and personal travels needs. Customers will receive written notification of recertification approximately forty-five days prior to the date their VIAtrans service is due to expire. VIA has the right to review any customer's eligibility status at any time a significant change in condition is indicated. In such cases, VIA may require that additional or corroborating information be submitted by or on behalf of the customer and/or may require that a functional assessment be performed.

Each customer is responsible for informing VIA of any change that may affect his/her eligibility status, to include: significant improvement or deterioration of mobility skills; the presence of a communicable or contagious disease; and the use of assistive devices or mobility aids. Customers must also promptly inform VIA of any changes to their residential address; contact telephone numbers; the name, address or phone number of their designated emergency contact person(s) and, if applicable, of persons designated to act on a customer's behalf. Recertification applications must be received at least ten days prior to the customer's service expiration date which appears on the VIAtrans photo identification card. Customers whose applications are not received at least ten days prior to the expiration date, may risk service disruption. Recertification applications may be obtained from the VIA Accessible Services Office(210-362-2140) or downloaded from the VIA website at **www.viainfo.net**.

VIAtrans Appeals Process

VIAtrans applicants have the opportunity to appeal any decision made by VIA concerning their VIAtrans eligibility status. If an applicant is found *not* to meet the ADA eligibility criteria for VIAtrans services, that applicant is notified in writing and informed of their right to appeal the decision. If the applicant wishes to appeal, the appeal must be submitted in writing to the Accessible Services Manager within sixty days of the date of the initial notice of ineligibility. The written appeal should explain why or how your impairments prevent you from traveling by regular city bus, and how our determination is inaccurate or incomplete. Upon receipt of the applicant's written notice of appeal, the Accessible Services Manager will conduct a careful and independent review of the applicant's complete record and make a determination regarding their eligibility. The Manager's decision will be made within 30 days of receipt of the applicant's written appeal. If the applicant is found ineligible by the Manager, the applicant is provided instructions on how to further appeal to the Appeal Review Committee (ARC). The ARC is composed of several professional and lay persons representing a variety of disability community providers, service agencies, VIAtrans customers, and the VIA Board. The ARC will review the applicant's complete record and make a final eligibility determination. The applicant may elect to appear in person before the ARC who will meet with the applicant and anyone they wish to bring to support their position. The decision made by the ARC will be in writing and will be final.

VIAtrans customers who are found to be ineligible during the recertification process, and who appeal their termination before their service expiration date may continue to use VIAtrans until a final eligibility determination is made. New applicants who do not appeal within sixty(60) days of their notice, and registered customers who do not appeal their proposed termination before their service expires may be required to reapply with a new application to update their condition.

VIAtrans Photo Identification Card

Customers certified to use VIAtrans must have a VIAtrans photo identification card. New customers must obtain a Photo ID card before trip reservations can be made. Instructions to obtain a photo ID card are provided in the initial eligibility notice. VIAtrans photo ID cards can only be made at the VIA Metro Center, 1021 San Pedro Avenue. The initial photo identification card is free; replacement cards are \$3.00.

Casual and Subscription Services

A casual trip is defined as a requested trip to and from a specific location. These trips are taken on different days, to different locations and at different times of the day. To request a casual trip on VIAtrans call (210) 362-5050. Trip requests will be accepted by telephone or telecommunications device for the deaf (TTY) between the hours of 8:00 AM and 4:45 PM, daily, including weekends and holidays. Reservations must be made at least one day, but not more than seven days, in advance of the desired travel date. VIAtrans trips can begin as early as 4:00 AM and as late at 12:30 am. Same-day reservations will not be accepted.

Customers will need to give reservation agents the following information:

- VIAtrans identification card number
- Travel date(s) and time(s)
- Trip origin and destination address
- Gate or security code and any other special instructions
- Contact telephone or cell phone number if applicable

Customers must also state whether they will be traveling with a companion, a personal care attendant (PCA), service animal, or a minor child who may need to travel in a car seat. VIAtrans customers must provide their own car seat.

Subscription service, or "long-term" service may be available for trips taken from the same place, to the same location, at the same time, on the same day(s) of the week at least three days a week. If you are interested in requesting subscription service, call VIAtrans reservations at 362-5120. Once scheduled, subscription trips are fixed and automatic and additional reservation calls are not necessary.

All subscription service requests will be authorized based on existing travel patterns and availability. Any changes to the trip schedule such as a new address, time change, or mobility change may result in disruption of the existing subscription service schedule.

Because many service agencies and providers close during the holidays, subscription trips will not be provided on the following dates:

- ❖ Independence Day (July 4th)
- ❖ Labor Day(Sept 7th)
- ❖ Thanksgiving Day
- ❖ Christmas Day(December 25th)
- ❖ New Year's Day(January 1st)

When the holiday is a Sunday schedule, all subscriptions are cancelled. If holiday is a Saturday schedule, then the Schedulers will call all the agencies to see if they will be open. If they are closed, then all subscriptions to that agency will be cancelled and the clients will get a call from Scheduling about the cancelled trip. If a customer has subscription service to and from a workshop or adult care center, please contact the facility a few days in advance to inquire if they will be open or closed. VIAtrans will cancel subscription trips to any agency that reports to us they will be closed on either or both days.

If you have questions about your subscription trips, especially on holidays, please call the VIAtrans Scheduling Section at 362-5120.

Will-Call Trips

Occasionally, customers need open-ended return times because they do not know when they will be ready to be picked up. Customers may request open-ended pick up times for medical appointments or jury duty only. Customers must let reservation agents know at the time reservations are made that they want a 'will-call'. Will-call pick-ups are activated when customer notifies the VIAtrans reservation agent that they are ready to be picked up. VIA will dispatch a vehicle as soon as possible; however, under certain peak times and high use circumstances it can take up to two hours before the vehicle arrives to the pick-up location. Will-call pick-ups are not recommended unless all other options have been eliminated. Will-call pick ups cannot be scheduled after 8:00 PM.

Subscription and will-call services are premium services provided by VIA. Premium services are not required by the Americans with Disabilities Act (ADA) of 1990 and are therefore, not subject to the provisions of the ADA. Continuation of subscription service, will-calls and other premium services are at the discretion of VIA Metropolitan Transit.

Changing or Canceling a Reservation

If your plans change and you need to revise or cancel your trip reservation, it is very important to call VIAtrans at the earliest possible time. You can talk to a reservation agent or leave a message at any time, if you are calling to cancel a reservation. However, if you want to change a reservation, please call between 8:00 AM and 4:45 PM. Cancellations must be made at least one hour in advance, and changes must be requested at least a day in advance. In either case, call VIAtrans at 362-5050 to revise or cancel a trip.

Customer Readiness

VIAtrans customers are expected to be ready to board a VIAtrans vehicle when the vehicle arrives. An operator will wait five minutes to allow the customer to board the vehicle. If the customer is not present or is not ready to board the vehicle after five minutes, the operator will leave and the customer will be considered a "no-show". If the operator arrives early, the five minute wait time will begin at the pick-up time previously scheduled and agreed to by VIAtrans and the customer. Customers are not required to board a VIAtrans vehicle prior to the agreed upon pick-up time. VIAtrans vans will be considered on time if they arrive no more than twenty minutes after the agreed upon pick up time. If van is more than twenty minutes late, customers may call Where's My Ride? at 362-5050, to get an estimated time of arrival. Customers who decline trips because of late vans will not be charged with a late cancellations or no-shows.

Call Notification

Every evening, customers who have one or more VIAtrans trips scheduled for the next day will receive a telephoned message reminder of the pick-up time, origin and destination for each scheduled trip. (Note: Subscription Service customers will not receive a "night before" reminder call.) VIA will also call when a van is on the way to pick you up, so you can be ready when your van arrives. "Reminder" calls, on the night before your scheduled trips, will go to your home telephone number. You will get "Van Arrival" messages on your cellular phone if you have one or to any other number you designate at the time the reservation is made. Please inform the VIAtrans Reservation Agent if you have other contact information changes.

Late Cancellation/No-Show Policy

The Late Cancellation/No-Show policy is designed to encourage customers to cancel trips they no longer need as soon as possible but at least one hour in advance. A late cancellation occurs when a customer does not call VIAtrans to cancel his or her trip reservation at least one hour before the agreed upon pick-up time. A scheduled trip is recorded as a no-show if the customer is not at the pick up location within five minutes after the scheduled pick up time.

When a No-Show occurs, VIAtrans tries to contact the customer by phone before the van leaves the No-Show location. If the customer says they still want the trip, the van will wait an additional five (5) minutes for the customer to get on board. *This also counts as a No-Show incident, even though a trip was provided, because the customer was not ready within five minutes of the agreed time.* If VIAtrans cannot reach a no-show customer by phone, all scheduled trips for that customer on that day will automatically be cancelled unless the customer calls "Where's My Ride?" within an hour after the first scheduled trip to let us know that they still want their remaining trips.

Customers may cancel a trip reservation, without penalty, by notifying VIAtrans by telephone or TTY not less than one hour prior to their scheduled pick up time. Conversely, if a vehicle arrives at an origin address more than twenty minutes after the scheduled pick-up time, the customer may cancel that trip without penalty. VIA will take appropriate action, which may include temporary suspension of VIAtrans service, in response to customers who repeatedly accrue late cancellations and or no-shows.

Whenever a customer incurs a third incident in one month, the customer will receive telephone notification that any additional incidents in that month may result in a violation and the customer's service may be subject to suspension. Whenever a customer incurs more than three(3) incidents per month, the customer will receive written notice of a pending suspension penalty along with a detailed description of each incident. A period of appeal will be provided for the customer to appeal the circumstances surrounding any of the specific incidents charged to them in any given month. The appeal must be in writing and must be received by the date indicated in the suspension notice. If the investigation indicates that a contested incident was not accurately recorded or was not the customer's responsibility, that specific incident will be removed. If it is determined that the incident occurred as recorded and was the customer's responsibility, the incident will not be removed and the service suspension may be imposed as scheduled.

Beginning January first of each new calendar year, each customer's first month of more than three(3) incidents will be 'excused' and no penalty will be imposed. A suspension penalty schedule will not be applied unless the customer has had other violations immediately prior to the first violation month of the new year, *or* until the second month in which more than three(3) incidents occur. After the first month is excused, the suspension schedule is as follows:

- 1. The first month after the first excused month that a customer has more than three(3) no-shows,late-shows, late cancellations, or cancellations at the door in any one month, the customer's VIAtrans service will be suspended for a period of **seven (7) days.****
- 2. The second month within a six-month period that a customer has more than three(3) no-shows,late-shows, late cancellations, or cancellations at the door in any one month, the customer's VIAtrans service will be suspended for a period of **fourteen(14) days.****
- 3. The third month within a six-month period that a customer has more than three(3) no-shows,late-shows, late cancellations, or cancellations at the door in any one month the customer's VIAtrans service will be suspended for a period of **twentyone(21)days.** Subsequent violations will result in additional or consecutive 21-day suspensions.**

Suspended service means that VIAtrans will not accept new reservations for trips during the designated suspension period. Additionally, VIA will cancel any previously made reservations for the designated suspension period. NOTE: Effective April 1, 2011, the No Show-Late Cancellation "buy-back" option to defer suspension was eliminated by the VIA Board of Trustees in December 2010

General questions regarding the No-Show-Late Cancellation Policy may be directed to VIA Accessible Services at (210)362-2140. Questions regarding particular trip incidents occurring in a current month may be directed to a VIAtrans Reservations & Scheduling agent at (210)362-5153. Additional communication is available through the VIA Customer Service Center at (210) 362-2020 or through VIA's web site at www.viainfo.net. Hearing impaired customers may call (210) 362-2019.

To cancel a trip reservation, call VIA reservations any hour of the day or night at 362-5050.

Wheelchair and Scooter Requirements

For purposes of safety and uniformity, the Americans with Disabilities Act(ADA) establishes limitations on the maximum size and weight of a wheelchair or scooter. They are; 30 inches wide by 48 inches long, and a total occupied weight not to exceed 600 pounds. Safe operation of a vehicle lift or ramp requires that the exterior dimensions of a mobility device and any attachments should not exceed these capacity constraints VIA reserves the right to not transport persons who use wheelchairs or similar mobility devices that exceed these dimensions or weight restrictions, particularly if such devices do not readily fit on a lift or ramp platform or within a designated area inside the vehicle. A home inspection of the customer's oversized mobility device may be conducted as indicated.

Personal Care Attendants (PCAs) and Companions

A Personal Care Attendant(PCA) is authorized to travel with any VIAtrans customer who, without the assistance of such an attendant, would be unable to complete the trip successfully or safely. Otherwise, a "companion" may accompany the patron on any trip if the customer anticipates that he/she will need assistance with parcels, doors, etc. If the customer is authorized a PCA, it is not mandatory the customer be accompanied by the PCA for all trips. Rather, it is left to the discretion of the customer whether a PCA will be required for any particular trip. The PCA may accompany the customer at no additional cost beyond the customer's fare, and is responsible for providing any medical and/or personal care for the patron before, during and after VIAtrans travel. Companions pay the same fare as the customer.

Visitors

For registered VIAtrans customers, your paratransit eligibility is valid at other transit agencies throughout the country with some limitations. If you have not already been found eligible, you still may be able to use paratransit service when visiting other cities. You will need to contact the transit authority in the city to which you plan a visit to be sure what their visitor policy is. Persons with disabilities visiting from outside the VIA service area should contact the VIA Accessible Services office at least three(3) days in advance of arriving. Visitors can receive complementary paratransit service for 21 days out of any 365-day period. Receiving service beyond 21 days requires an application for registration and an eligibility determination by VIA Accessible Services.

Customer Safety

All VIAtrans customers and their assistive mobility devices must be safely and appropriately secured using available lap, shoulder harnesses, and tie-downs. Vehicle operators will appropriately secure passengers and assistive mobility devices. However, the custom design of some mobility devices may prevent vehicle operators from safely securing the device. The Operator will make the judgment about whether the customer and/or their assistive mobility device is able to be secured adequately for safe transport.

Customers traveling with children less than thirty-six inches in height or weighing less than 35 pounds will be required to provide a car safety seat for the child or children. The customer will be responsible for securing the car safety seat unless they require assistance from an operator. Children cannot be transported in strollers and two or more children are not allowed to occupy one seat. Children cannot ride on customers' laps.

Customer Conduct

Violent, seriously disruptive or illegal conduct by VIAtrans customers or persons associated with VIAtrans customers, during the course of VIAtrans travel, is prohibited. Retaliation by VIAtrans employees in response to violent, seriously disruptive or illegal conduct is also prohibited. In response to prohibited conduct, VIA shall take appropriate and immediate actions as deemed necessary, to include suspension or termination of the customers' VIAtrans service or of employment by VIA.

Direct Threat

The ADA specifically advises that paratransit service may be refused to persons with a documented history of uncontrolled, unpredictably disruptive, aggressive, or threatening behaviors which may pose a direct threat to the safe operation of the vehicle and/or transport of all passengers. VIA reserves the right to refuse, modify, suspend, or terminate service to customers who may pose such a threat. VIA may also require such a customer to travel in the company of a responsible travel attendant for all VIAtrans trips.

Premium Services

VIA provides eligible customers some premium services that are not required by the ADA. Under specific circumstances, Operator assistance may be provided to eligible customers who are unable to independently negotiate the path between their residence and the VIAtrans vehicles. Operator assistance for wheelchair dependent customers is called Door-to-Door service(DTD). Operator elbow guidance for visually impaired customers is called Mobility Assistance(MA). Door-to-door service and mobility assistance may be provided only at the customer's residence. These services are not available to customers who reside in group homes, skilled nursing centers, medical clinics, day care centers, or any other facilities where staff is expected to be available to provide such assistance. If assistance is required at destinations other than the customer's residence, it will be the customer's responsibility to make arrangements to travel with a PCA or companion, or to have someone meet them at the vehicle at their destination. VIAtrans operators are not permitted to leave their vehicles to ring or knock to announce arrival, provide door-thru-door assistance, or lock and unlock doors.

Door-To-Door Operator Assistance

Door-to-door(DTD) Operator assistance is provided only for manual wheelchair- dependant passengers who cannot independently get to or from the VIAtrans vehicle when no able-bodied party is at home to assist them. DTD service is provided only at the customer's residential or home location. At destinations other than the home address, if such assistance is required, it is the customer's responsibility to make appropriate arrangements to travel with an able bodied attendant or to have someone meet them at the vehicle to assist them to their destination. When a customer applies for DTD assistance, a referral will be made to the VIA Safety Supervisor who will conduct an onsite inspection of the customer's home to insure that it meets specific safety criteria. DTD assistance will not be provided until the Safety Supervisor has determined the customer's residence meets the VIA safety standards. If a customer is authorized DTD assistance and relocates to a new address, the DTD authorization will be cancelled until the new location is inspected and approved by the VIA Safety Supervisor. The DTD eligibility criteria is specified in the DTD application which can be obtained from the VIA Accessible Services Office.

Mobility Assistance for Visually Impaired

Paratransit Safety Regulations do not permit drivers to provide hand-to-hand balance support assistance to unsteady ambulatory passengers. However, Operators are permitted to lend elbow guidance to functionally blind customers. This service is called "Mobility Assistance". Mobility Assistance is provided only for blind and ambulatory passengers who cannot independently negotiate the path between their residence and the VIAtrans vehicle, and for whom no able-bodied party is at home to assist them. Mobility Assistance is provided only at the customer's residential or home location. At destinations other than the home address, if such assistance is required, it is the customer's responsibility to make appropriate arrangements to travel with an able bodied attendant or to have someone meet them at the vehicle to assist them to their destination. When a customer requests Mobility Assistance between their residence and the VIAtrans vehicle, documentation of their visual impairment may be requested. A referral will be made to the VIA Safety Supervisor who will conduct an onsite inspection of the customer's home to insure that it meets specific safety criteria. If a customer is authorized Mobility Assistance, they should be ready and visible to the Operator when the vehicle arrives.

Traveling with Animals

Guide dogs, hearing dogs, signal dogs, helper monkeys, or any other animal trained to assist the customer with activities of daily living, work , or perform tasks for persons with disabilities are classified as working or service animals and may ride on any VIA vehicles when providing assistance to customers with disabilities. VIAtrans customers must let agents know at the time reservations are made that they will be traveling with a service animal. Small pets not classified as working or service animals must be small enough to be held on the lap of the customer and must be in a cage, pet carrier or on a leash.

NOTE: If at anytime it is the bus Operator's judgment that the service animal is not within the owner's control, or that the animal may pose a direct threat to any passengers, the Operator has the right to refuse or terminate service to that animal.

"Do Not Leave Alone" Option:

Occasionally, customers need a higher level of assistance than basic curb-to-curb service. In situations where it may not be safe for a customer to be left alone at curbside at either end on their trip, the customer's legal custodian, guardian, or provider may authorize instructions that they cannot be left alone at pick-up or drop-off. If the customer is designated "Do Not Leave Alone(DNLA)", a responsible party will be required to receive the customer at the VIAtrans vehicle at each end of the customer's trip and sign the release. Operators are not permitted to leave their vehicle to obtain a signature. If the responsible party is not waiting at the customer's pick-up or drop-off, or if they refuse to sign the DNLA release log, the customer's safe transport cannot be guaranteed and the customer's service may be in jeopardy of suspension. For more information on the "Do not Leave Alone" procedure, please contact the VIA Accessible Services office at (210) 362-2140.

VIA Metro Transit Facilities

Administrative Offices,

800 W. Myrtle, S.A., TX 78212 (210) 362-2050
Monday - Friday 8:00 am- 4:45 pm Sat-Sun Closed

VIA Metropolitan Center,

1021 San Pedro, S.A., TX 78212 (210) 362-2020
Monday - Friday 7:00 am - 6:00 pm; Sat-Sun Closed
NOTE: Viatrans photo IDs can be obtained only at this location:
Monday -Friday 8:00 am-4:45 pm Sat-Sun Closed

Downtown Information Center

211 W Commerce St. , S.A., TX 78205 (210) 475-9008
Monday - Friday 7:00 am - 6:00 pm.
Sat 9:00 am.- 2:00 pm ; Sun Closed

Crossroads Information Center

151 Crossroads, S.A., TX 78201 (210) 731-6616
Monday - Friday 7:00 am - 1:00 pm; 2:30 pm-6:00 pm
Sat-Sun Closed

Randolph Information Center

9400 IH 35 North, S.A., TX 78233 (210) 564-8175
Monday - Friday 7:00 am - 1:00 pm; 2:30 pm-6:00 pm
Sat-Sun Closed

Ingram Transit Center

3215 Northwestern Dr, S.A., TX 78238 (210) 521-6773
Monday - Friday 7:30 am - 1:00 pm; 2:00 pm-4:30 pm
Sat-Sun Closed

Kel-Lac Transit Center

7183 W Hwy 90, S.A., TX78277 (210) 679-0309
Monday - Friday 7:00 am - 1:00 pm; 2:30 pm-6:00 pm
Sat-Sun Closed

Madla Transit Center

1584 Cantrell, S.A. TX 78221 (210) 922-2551
Monday - Friday 7:00 am - 1:00 pm; 2:30 pm-6:00 pm
Sat-Sun Closed

Ellis Alley Transit Center

212 Chestnut St, S.A., TX 78202 (210)299-1213
Monday - Friday 7:30 am - 1:00 pm; 2:00 pm-4:30 pm
Sat-Sun Closed

Medical Center Transit Center

7535 Merton Minter, S.A. TX 78229 (210) 614-4615
Monday - Friday 7:00 am - 1:00 pm; 2:30 pm-6:00 pm
Sat-Sun Closed

North Star Transit Center

7538 San Pedro, S.A., TX 78216 (210) 524-9272
Monday - Friday 7:30 am - 1:00 pm; 2:00 pm-4:30 pm
Sat-Sun Closed

Fare Structure

Fares must be paid in cash (U.S. funds) or with passes or tickets purchased in advance from VIA. VIA operators cannot make change and cannot sell tickets or passes.

The following are the fare structures for line (bus), special event and paratransit services effective January 1, 2007. Fares are subject to change.

Fixed Route City Bus Service

	Regular City Bus (inc Streetcars)	Express Bus Service
Adults (12 & older)	\$1.10	\$2.50
Children (5-11)	\$.55	\$1.25
Persons of Limited Mobility with VIA Reduced Fare ID card	\$.55 Free Sat & Sun	\$1.25 Free Sat & Sun
Senior Citizens (62 & older) with VIA Reduced Fare ID card	\$.55 (*.25 Off Peak) Free Sat & Sun	\$1.25 (*.25 Off Peak) Free Sat & Sun
Medicare Recipients with VIA Reduced Fare ID card	\$.55	\$1.25
Students (12 & older) with VIA Student ID card or valid Co-card	\$.55	\$1.25
Children under 5 years of age (when accompanied by a paying customer)	Free	Free
VIAtrans customers	Free	Free
Authorized personal care attendant and/or companion when accompanying a certified VIAtrans customer	Free	Free
First Transfer Issuance to Adults or Half-fare passengers	.15	.15
First Transfer to Half-fare Customers	.07	.07

***Off peak hours are from 9:00 AM to 3:00 PM on weekdays and
All day on Saturdays and Sundays.
SPECIAL EVENTS PARK and RIDE**

Adults (12 & older)	\$5.00
Children (5-11)	\$2.50
Persons of Limited Mobility, Senior Citizens (62 & older) and Medicare recipients with VIA Reduced Fare ID card	\$2.50
Students (12 & older) or VIA student ID card	\$2.50
Children under 5 yrs accompanying VIAtrans customer	\$2.50
Certified VIAtrans customers with VIAtrans ID card (and one authorized personal care attendant, and/or one companion)	Free

VIAtrans Paratransit Service

	Paratransit Service
Certified VIAtrans Customers with VIAtrans ID card	\$1.75
Companion accompanying a certified VIAtrans customer	\$1.75
Personal Care Attendant accompanying a certified VIAtrans customer	Free
One child 5-11 years accompanying certified VIAtrans customers	\$1.75 (*off peak one child rides \$.85 if space is available; additional children pay \$1.75)
One child under 5 years accompanying certified VIAtrans customers	\$1.75 (*off peak one child rides free if space is available; additional children pay \$1.75)

***Off peak hours: 4:00 AM – 6: 00 AM; 8:31 AM - 1:59 PM; and 5:31 PM - 12:30 AM.**

This publication is available in large print, Braille, audio cassette, or Spanish. Please call the Accessible Services Office at 362-2140 to request the appropriate format.

The user's guide to accessible transportation can be downloaded from VIA's official web site:

www.viainfo.net

Revised edition Nov 2011