



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 Dec 2008

Table of Contents

Helpful Telephone Numbers	3
Service Area and Hours	4
Accessible Fixed Route City Bus Service	5
Fixed Route City Bus System	6
Accessible Fixed Route City Bus Service	7
Customer Assistance	7
Priority Seating	8
Boarding and Exiting	8
Traveling with Animals	8
Reduced Fare Card Program	8
Travel Training Program	9
Comments, Suggestions and Complaints	9
Security	10
Concealed Weapons, Eating, Drinking and Smoking	10
Wheelchair and Scooter Requirements	10
Groceries and Other Personal Effects	10
Lost and Found	10
Paratransit VIAtrans Service	11
VIAtrans Eligibility	12
Recertification	12
Appeal Process	13
VIAtrans Photo ID Card	13
Casual and Subscription Services	13
Will-Call Trips	15
Changing or Canceling a Reservation	15
Customer Readiness	15
Late Cancellation and No-Show Policy	16
Wheelchair and Scooter Requirements	17
Personal Care Attendants (PCAs) and Companions	17
Visitors	17
Customer Safety	18
Customer Code of Conduct	18
Direct Threat Policy	18
Premium Services	18
Door-to-Door Operator Assistance Service	19
Mobility Assistance for Visually impaired	19
Traveling with Service Animals	19
VIA Facilities	20
Fare Structure	21

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 fixed 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 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, colleges and universities, government offices, banks, hospitals, 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.

Red hailing guides are provided to customers who have vision impairments and cannot see or have difficulty seeing destination signs, buses and vans. When a customer displays the guide, bus operators will announce themselves.

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 fixed route 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 using fixed route 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 comparable level of service to that provided by regular bus service. Paratransit service is not required nor intended to meet *all* the transportation needs of persons with disabilities. Rather, it is intended to facilitate access to public transportation for customer's with special travel needs.

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 fixed route bus service free of charge with their authorized personal care attendants (PCAs) and/pr 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 non-designated seating 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 qualify for Reduced Bus Fare 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 or impairment that may qualify you for a Reduced Fare Bus card, you will need to complete an application for Reduced Fare which will need to be certified by your physician. 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

Customers who would like to try to use VIA's fixed route bus service can schedule a training session with VIA's travel trainer. The travel trainer will meet with the customer, family members and health care providers to discuss the travel instruction program. Before actual travel instruction begins, the customer's mobility skills are assessed by the mobility assistance specialist to determine the level of assistance 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 trainee and trainer 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 an individual in learning to use fixed route buses. 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 varying circumstances, many customer will not be able to be able to use fixed route bus service for all of their travel needs. It is hoped, however, that the customer who participates in travel training can use fixed route services for at least some of their trips. Anyone who is interested in participating in VIA's 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 mandated to accommodate mobility devices falling outside of 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 fit on a lift or ramp platform or within a designated area 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, 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.

VIAtrans Paratransit Service for customers with disabilities who cannot use fixed route bus service



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 **VIAtrans**. 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. VIAtrans is a demand-responsive, advance reservation, shared-ride, address-to-address, curb-to-curb paratransit service comparable to the fixed route bus service. While VIAtrans service is available to 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. VIAtrans 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 eligibility directly correlates to the inability of a disabled person to use the existing fixed-route transportation service for some or all trips. Eligibility is not simply a matter of whether or not a person has a disability, but instead relates to whether or not an individual can utilize the fixed route transportation system. Thus, ADA paratransit eligibility not based solely on a medical or psychiatric diagnosis, but rather it is a determination of a person's functional ability to use the regular transit system.

As part of the eligibility process first-time applicants may be asked to participate in physical functional assessment performed by a skilled professional therapist. The functional assessment is used to determine the capacity of a person with a disability to perform those skills and tasks necessary for fixed-route bus travel. The functional assessment performance report along with all available medical documentation and application information are reviewed by an VIAtrans Eligibility Specialist who will make the eligibility determination. Within twenty-one days of the completed record, the customer is notified by mail of their eligibility status

VIAtrans applications may be obtained from the VIA Accessible Services Office(210-362-2140) or 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 registered customers continue to meet VIAtrans eligibility criteria, and to determine if or how the customer's transportation needs have changed. Customers will receive written notification of recertification approximately forty-five days prior to the date their VIAtrans service is due to expire. VIA may at any time review the eligibility status of a customer. 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 adaptive devices or mobility aids. Customers must also promptly inform VIA of any changes to their residential address; home or work telephone numbers; and 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.

VIATrans Appeals Process

VIATrans applicants and customers 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 informed of their right and opportunity to appeal the decision. Applicants are requested to appeal in writing to the manager of Accessible Services within sixty days of the date of the initial notice of ineligibility. Upon receipt of the applicant's written notice of appeal, the manager of Accessible Services will conduct a careful and independent review of the applicant's complete record and make a determination regarding **ADA** eligibility. The manager's decision will be made within 30 days of receipt of the written appeal. If the applicant's ineligibility is reaffirmed by the manager, the applicant is provided further instructions on how to appeal to the Appeal Review Committee (ARC). The applicant may 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 determined to no longer be eligible during the recertification process and who appeal before their service expires may continue to use VIATrans until a final decision is made. New applicants who do not appeal within sixty(60) days of their notice and registered customers who do not appeal before their service expires may be required to complete a new application.

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 reservation 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 5:00 AM and as late at 11:30 PM. 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

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

Subscription 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)**

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. VIA encourages customers to be ready at least fifteen minutes in advance of the agreed upon time and to promptly board the vehicle when it arrives.

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.

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 at least four late cancellations, no-shows or cancellations at the door during any given month, the customer will be sent a letter with a detailed description of those incidents. The letter will also indicate the period of suspension applied to the customer's VIAtrans service. Any customer may appeal to VIA if he or she disagrees with the accuracy of the recorded incidents. The appeal must be in writing and must be received by the date indicated in the suspension letter. If the investigation indicates the recorded incidents are not accurate or were VIA's responsibility, the suspension will not be imposed. If it is determined that the incidents occurred as recorded, the service suspension will be imposed as scheduled. No penalties or suspensions will be imposed while an appeal is in progress.

The suspension schedule is as follows:

1. The **first time** that a customer has four or more late cancellations, no-shows or cancellations at the door during any given month, the customer's VIAtrans service will be suspended for a period of seven (7) days.
2. The **second time** within six (6) months of the first violations that a customer has four or more late cancellations, no-shows or cancellations at the door, the customer's VIAtrans service will be suspended a period of fifteen (15) days.
3. The **third time** within six(6) months of the first violations that a customer has four or more late cancellations, no-shows or cancellations at the door , the customer's VIAtrans service will be suspended for a period of thirty (30) days. Subsequent violations within the same six-month period will result in additional thirty (30) 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.

Buy back option to avoid suspension:

Customers can void a pending suspension by exercising the "buy-back" option. For all proposed suspensions, the customer will receive a list of the specific trips and times when a policy violation(s) occurred. The customer may remove a violation from their record by paying the cost of an average VIAtrans trip. The cost to buy back one violation is \$35.00 and \$20.00 for each additional violation in excess of the three violation limit. Customers will receive a payment coupon and can pay in cash, check, or money order. Payment must be received by the date indicated on the payment coupon.

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 wheelchairs or mobility devices must be safely and appropriately secured using available lap, shoulder harnesses, and tie-downs. Vehicle operators will appropriately secure wheelchairs or scooters; However, the custom design of some mobility devices may prevent vehicle operators from doing so. The Operator will make a judgment about whether the customized mobility device is secured and safe for transport.

Customers traveling with children less than thirty-six inches in height 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 activity, 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 action as deemed necessary, to include the suspension or termination of VIAtrans service or of employment by VIA.

Direct Threat

VIAtrans service may be withheld, modified, suspended or refused in situations where a customer poses a direct threat to the health or safety of others. The existence of a direct threat will be determined by VIA, based on current and objective information. A customer will be limited or excluded from VIAtrans service if a direct threat situation exists and if the threat cannot be eliminated by reasonable accommodations.

Premium Services

VIA provides eligible customers some premium services that are not required by the Americans with Disabilities Act (ADA) of 1990. 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 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. Red hailing guides are provided for visually impaired customers so that the Operators can identify them as a passenger requesting Mobility Assistance.

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 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.

VIA's Facilities

<p><u>Main Office</u> VIA Metro Ctr 1021 San Pedro S.A.TX 78212 210-362-2020</p> <p>Monday -Friday 7 a.m. - 6 p.m. Sat-Sun Closed</p> <p><u>VIATrans Photo IDS</u> 9am - 4pm</p> <p><u>Bus Routes</u> 3 & 4</p>	<p><u>Downtown Info Ctr</u> 260 E. Houston S.A.TX 78205 210- 475-9008</p> <p>Monday-Friday 7 a.m. – 6 p.m. Saturday 9 a.m. - 2 p.m. Sunday Closed</p> <p>At the corner Houston & Navarro</p>	<p><u>Crossroads Info Ctr</u> 151 Crossroads S.A.TX 78233 210-731-6616</p> <p>Monday-Friday 7 a.m - 1 p.m. & 2:30 p.m. - 6 p.m. Saturday–Sunday Closed</p> <p><u>Bus Routes</u> 92,93, 94, 505, 509,520, 524, 550/551, 602,</p>	<p><u>Randolph Info Ctr</u> 9400 IH 35 North S.A.TX 78233 210- 564-8175</p> <p>Monday-Friday 7 a.m. - 1 p.m. & 2:30 p.m. - 6 p.m. Saturday–Sunday Closed</p> <p><u>Bus Routes</u> 8, 17, 502, 505, 509, 550/551, 630, 632, 639</p>
<p><u>Ingram Info Ctr</u> 3215 Northwestern S.A.TX 78238 210-521-6773</p> <p>Monday - Friday 7 a.m - 1 p.m. & 2:30 p.m. - 6 p.m. Saturday– Sunday Closed</p> <p><u>Bus Routes</u> 82, 89, 90, 534, 550/551, 607,609, 610,618</p>	<p><u>Kel-LacTransit Ctr</u> 7183 W Hwy 90 S.A.TX 78227 210- 679-0309</p> <p>Monday-Friday 7 a.m. - 1 p.m. & 2:30 p.m.- 6 p.m. Saturday – Sunday Closed</p> <p><u>Bus Routes</u> 64,76,611,612,613, 614,615,616,617,619, 550/551</p>	<p><u>Ellis Alley Info. Ctr</u> 212 Chestnut S.A.TX 78202 210-299-1213</p> <p>Monday -Friday 7:30 a.m.- 1 p.m. & 2:00 p.m.– 4:30 p.m. Saturday – Sunday Closed</p> <p><u>Bus Routes</u> 24, 25, & Yellow Streetcar</p>	<p><u>Medical Ctr Transit</u> 7535 Merton Minter S.A.TX 78229 210-614-4615</p> <p>Monday -Friday 7 a.m. - 1 p.m. & 2:30 p.m. – 6 p.m. Saturday – Sunday Closed</p> <p><u>Bus Routes</u> 91,92,520,522, 534,602, 603, 604,606,607,610</p>

The VIA Metro Center (VMC) is a community service center that is open from 7 AM to 6 PM Monday through Friday. Customers can obtain a variety of bus information from this location including routing, scheduling and trip-planning information. . The lost and found center is also located at the VMC. **The VMC is the only location where VIATrans customers can get their photo identification cards made .**

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 Dec 2008