RIDERS WITH WHEELCHAIRS

The Primo vehicles have front-facing wheelchair space for two wheelchairs, one new self-extracting, rear-facing wheelchair space and the standard forward facing wheelchair space.

New Rear-facing Wheelchair Position

The rear-facing position does not require securement or assistance which can be more convenient and offers greater independence. It makes it easier and faster to get on and off the bus. When using this position, push yourself all the way against the cushioned support, apply your parking break, and freely operate seat belts if desired.

Forward-Facing Wheelchair Position

Wheelchairs that do not have front-facing wheelchair space will be secured in the rear-facing position using an extraction system. When boarding the bus, please let the bus operator know if you plan on using the forward-facing wheelchair space.

RIDERS WITH BIKES

The Primo vehicles can accommodate three bikes inside each bus. To ensure bike safety, please proceed to the front of the bus to pay your fare.

BICYCLE & RIDE:

You and your bike can go anywhere VIA goes. Normal and easy transfers are available to other buses the bike rack is outside the bus in the front. It takes only seconds to load your bike and be on your way.

Forward-Facing Wheelchair Position

Due to the nature of the front-facing wheelchair space, the bike rack area is outside the bus. It takes only seconds to load your bike and be on your way.

BIKE & RIDE:

You and your bike can go anywhere VIA goes. Normal and easy transfers are available to other buses the bike rack is outside the bus in the front. It takes only seconds to load your bike and be on your way.

ON BOARD SAFETY TIPS:

- Sit down when the bus is in motion.
- Do not stand or put hand(s) on the rail(s).
- Do not change seats or positions while in motion.
- Watch your step when exiting.

ON BOARD SAFETY TIPS:

- Sit down when the bus is in motion.
- Do not stand or put hand(s) on the rail(s).
- Do not change seats or positions while in motion.
- Watch your step when exiting.

ON BOARD SAFETY TIPS:

- Sit down when the bus is in motion.
- Do not stand or put hand(s) on the rail(s).
- Do not change seats or positions while in motion.
- Watch your step when exiting.

ON BOARD SAFETY TIPS:

- Sit down when the bus is in motion.
- Do not stand or put hand(s) on the rail(s).
- Do not change seats or positions while in motion.
- Watch your step when exiting.

HOLIDAY & FIESTA SCHEDULES

Bus service on VIA observed holidays will be provided as follows:

• Saturday Schedule - Martin Luther King Day, Memorial Day, Friday after Thanksgiving
• Sunday Schedule - New Year’s Day, Labor Day, Thanksgiving Day and Cinco de Mayo
• Fiesta Schedule - Times are subject to change during the Fiesta parade. Please refer to the Fiesta Relocated Schedule Tab for details.

Please look for notices on the bus, at VIAinfo.net or call Customer Service at 362-2020 (select option 5) for all other observed holidays.

SERVICES FOR RIDERS WITH DISABILITIES:

All VIA buses and many stops are accessible to riders with disabilities. You can request services in advance by calling Customer Service at 362-2020 or TTY (210) 362-2019.

PERSONAL TRIP PLANNER

Plan your own trip online 24 hours a day at VIAinfo.com. You can also get directions by transit at maps.google.com. These online tools are easy to use and will provide step-by-step instructions and a map of your trip.

FOR YOUR SAFETY:

- If you're late, just wait.
- Choosing a moving bus can be dangerous and deadly.

ON BOARD SAFETY TIPS:

- Get a grip. Use handrails at all times as the bus may need to stop suddenly. Remain seated until the bus has completely stopped. Watch your footing, especially while boarding and exiting.

PASAJEROS CON SILLA DE RUEDAS

Los vehículos de Primo, ofrecen un área de auto reinserto, con espacio para que los pasajeros de silla de ruedas lleguen a su destino en un tiempo más rápido y seguro. Esta silla de ruedas se encuentra con los pasajeros en la parte frontal del vehículo y no requiere de un operador para instalarla.

POSIción Nueva De La Silla De Ruedas Mirando Hacia Adelante

La posición de la silla de ruedas hacia adelante no requiere de un operador, puede colocarse en la parte frontal del vehículo sin necesidad de un operador. Esto permite que los pasajeros con silla de ruedas se sientan cómodos y seguros al usar el vehículo.

PASAJEROS CON BICICLETAS

Los vehículos de Primo pueden acomodar 3 bicicletas adentro de cada vehículo.

POSIción Nueva De La Silla De Ruedas Mirando Hacia Adelante

La posición de la silla de ruedas hacia adelante es segura y cómoda para el pasajero. Se puede colocar la silla de ruedas en la parte frontal del vehículo sin necesidad de un operador.

FOR YOUR SAFETY: If you’re late, just wait.

Choosing a moving bus can be dangerous and deadly.
**Every 15 minutes during this time.**

**PM**

<table>
<thead>
<tr>
<th>7:30</th>
<th>7:47</th>
<th>7:57</th>
<th>8:03</th>
<th>8:17</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:35</td>
<td>7:52</td>
<td>8:02</td>
<td>8:08</td>
<td>8:21</td>
</tr>
<tr>
<td>7:40</td>
<td>8:07</td>
<td>8:17</td>
<td>8:23</td>
<td>8:36</td>
</tr>
<tr>
<td>7:45</td>
<td>8:12</td>
<td>8:22</td>
<td>8:28</td>
<td>8:41</td>
</tr>
<tr>
<td>7:50</td>
<td>8:17</td>
<td>8:27</td>
<td>8:33</td>
<td>8:46</td>
</tr>
<tr>
<td>7:55</td>
<td>8:22</td>
<td>8:32</td>
<td>8:38</td>
<td>8:51</td>
</tr>
<tr>
<td>8:00</td>
<td>8:27</td>
<td>8:37</td>
<td>8:43</td>
<td>8:56</td>
</tr>
<tr>
<td>8:05</td>
<td>8:32</td>
<td>8:42</td>
<td>8:48</td>
<td>9:01</td>
</tr>
<tr>
<td>8:10</td>
<td>8:37</td>
<td>8:47</td>
<td>8:53</td>
<td>9:06</td>
</tr>
</tbody>
</table>

---

**SATURDAY**

- **Southbound**

| 4:05 | 4:23 | 4:29 | 4:40 |
| 4:10 | 4:28 | 4:34 | 4:45 |
| 4:15 | 4:33 | 4:39 | 4:50 |
| 4:20 | 4:38 | 4:44 | 4:55 |
| 4:25 | 4:43 | 4:49 | 5:00 |
| 4:30 | 4:48 | 5:00 | 5:10 |
| 4:35 | 4:53 | 5:09 | 5:20 |
| 4:40 | 5:01 | 5:17 | 5:30 |
| 4:45 | 5:07 | 5:23 | 5:35 |
| 4:50 | 5:13 | 5:29 | 5:40 |
| 4:55 | 5:21 | 5:37 | 5:48 |

- **Northbound**

| 4:40 | 4:58 | 5:08 | 5:19 |
| 5:05 | 5:23 | 5:33 | 5:44 |
| 5:30 | 5:48 | 5:58 | 6:10 |
| 5:45 | 6:03 | 6:13 | 6:25 |
| 5:50 | 6:08 | 6:19 | 6:30 |
| 5:55 | 6:13 | 6:23 | 6:34 |
| 6:00 | 6:18 | 6:29 | 6:40 |
| 6:05 | 6:23 | 6:33 | 6:44 |
| 6:10 | 6:28 | 6:39 | 6:50 |
| 6:15 | 6:34 | 6:44 | 6:55 |

---

**ALL PLANNING SERVICES**

- **Online**

  - [Plan your own trip online](https://www.viamap.com)
  - Get a grip. Use handrails at all times as the bus may need to stop suddenly. Remain seated until the bus transit at maps.google.com. These online tools are easy to use and will provide step-by-step instructions and a map of your trip.

- **Call Customer Service**

  - Call Customer Service at (210) 362-2020 for more information.

**BIKE & RIDE**

You and your bike can go anywhere VIA goes. You can get bus schedule and other information in accessible formats. Please call (210) 362-2020 or TTY (210) 362-2019.

**FOR YOUR SAFETY**

- On Primo there are bike racks inside the vehicle and on all other buses the bike rack is outside the bus in the front. It takes only seconds to load your bike and be on your way.

**ON BOARD SAFETY TIPS**

- Get ready to board the bus when it comes to a complete stop. Stand behind the yellow line on the boarding platform.

**PERSONAL TRIP PLANNER**

Plan your own trip online. 24 hours a day at VIAinfo.net. You can also get directions by transit at maps.google.com. These online tools are easy to use and will provide step-by-step instructions and a map of your trip.

**STOP MONITORING**

Get a grip. Use handrails at all times as the bus may need to stop suddenly. Remain seated until the bus transit at maps.google.com. These online tools are easy to use and will provide step-by-step instructions and a map of your trip.

**TRANSFERS**

- Transfers, which allow you to connect from one bus to another, must be taken within 180 minutes of the transfer point several minutes before it is scheduled to depart.

**HOLIDAY & FIESTA SCHEDULES**

- Bus service on VIA observed holidays will be provided as follows:

  - **Saturday Schedule**

    - Martin Luther King Day, Memorial Day

  - **Sunday Schedule**

    - New Year's Day, Labor Day, Thanksgiving and Christmas

  - **Fiesta Schedule**

    - These are subject to change during the Fiesta parades. Please refer to the Fiesta Reroute Schedule flyer for details.

    Please look for notices on the bus, at VIAinfo.net or call Customer Service at 362-2020 (select option 5) for all other observed holidays.

**SERVICES FOR RIDERS WITH DISABILITIES**

- This helps passengers plan transfers to other routes.

**TRANSFER INFORMATION**

- Normally just departure times are printed on the schedules. However, when a bus is scheduled to arrive at a major stop suddenly. Remain seated until the bus depart, both the arrival and departures times are displayed.

**TRANSIT AT MAPS.GOOGLE.COM**

- To use and will provide step-by-step instructions and a map of your trip.

**On Primo there are bike racks inside the vehicle and on all other buses the bike rack is outside the bus in the front.**

It takes only seconds to load your bike and be on your way.

**Call Customer Service at (210) 362-2020 for more information.**