

## Things to Expect When You Ride

For the benefit of persons who travel in wheelchairs or scooters, all VIA buses have ramps and two areas where customers and their mobility devices can be secured.

All passengers should wait at a bus stop pole or under a VIA shelter where available. The Operator will activate the ramp at the stop or a nearby location. Customers in mobility devices can then use the ramp to easily and safely get on or off the bus.

If both wheelchair securement positions are occupied, passengers who are able to transfer to a bus seat from a folding wheelchair may board the bus. Otherwise, the passengers in mobility devices will be asked to wait for the next scheduled bus. If the next bus is more than 30 minutes away, VIA will send an accessible van to take the customer to his or her destination.



## Bus Fares

VIAtrans passengers with a valid VIAtrans ID	no charge
Personal care attendant & 1 companion	no charge*
Passengers with a valid reduced fare card	1/2 fare

Go to **VIAinfo.net/rates** for details on fares and passes

*\* The personal care attendant and companion must board and alight at the same time and location as the passenger with the valid VIAtrans ID, or a full fare charge will be incurred.*



Should you find you need additional information, visit **VIAinfo.net** or contact **VIA's Customer Service Department** at (210) 362-2020.

Information operators are on duty:

Monday - Friday	6 a.m. to 10 p.m.
Saturday	7 a.m. to 7 p.m.
Sunday	8 a.m. to 5 p.m.

# VIA

## Riding the Bus Using a Wheelchair

Helpful information for passengers using wheelchairs and scooters on fixed route bus service.



The information in this brochure is consistent with ADA regulations.

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## Wheelchair Securement

Operators are required to secure all wheelchairs and scooters using the following guidelines:

- A** Four separate securement places on your wheelchair.
- B** Securement places that are on the frame of your wheelchair. (Operators cannot secure to any parts on the wheelchair that are removable or breakable.)
- C** Approximately a 45-degree angle of all four securement straps.



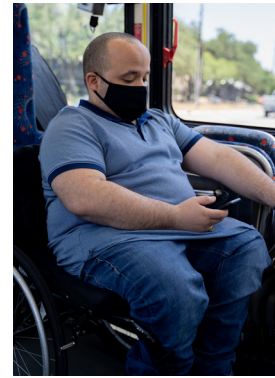
All four straps will be used to secure wheelchairs. The Operator will have the last word on securing any wheelchair aboard VIA buses.

## Wheelchair Specifications

VIA buses can accommodate mobility devices up to 48 inches in length and 30 inches wide, including attached baggage or accessories.

Customers traveling in wider or longer mobility devices can also ride VIA buses if their wheelchair or scooter will physically fit on the ramp and can be maneuvered to and from a securement area.

VIA bus ramps have a maximum capacity (safety rating) of 1,000 lbs. Please call VIA at (210) 362-2140 to discuss options if your mobility device, when occupied, exceeds this limit.



## Personal Effects

Customers may board the bus with groceries or other personal possessions which they can carry without assistance from the Operator. If you need help with these items, please arrange to travel with a companion or personal care attendant. All personal possessions including handbags, grocery bags, and medical devices such as oxygen tanks or urine bags, must not impede the securement of wheelchairs and scooters or pose a hazard to other persons.

Customers will be asked to adjust or remove bags and other items that prevent the Operator from securing the wheelchair or scooter.



**ACCEPTABLE**



**NOT  
ACCEPTABLE**

## Special Assistance

The following assistance will be provided by the Operator upon request:

- Announce specific destination stops.
- Provide verbal or written directions to a transfer point.
- Ask passengers in priority seating to give up their seat for older adults or passengers with disabilities. (Please note, Operators cannot force passengers to give up priority seating. In situations where patrons refuse to give up their seats, passengers using wheelchairs may be asked to catch the next bus.)
- Assist passengers up or down the ramp, or boarding or alighting the bus.

## Service Animals

Service animals can ride any VIA bus when assisting or being trained to assist a customer with a disability. Small animals solely providing security or comfort may travel as pets, but only in a suitable carrier.

All animals must be under the control of the passenger at all times and not block the aisle.

