

WELCOME TO Amarillo City Transit

The Amarillo City Transit (ACT) system, operated by the City of Amarillo Transit Department, is the public transit system for the City of Amarillo. Buses travel along eight routes, which are distributed geographically across the City.

SERVICE HOURS

Service is provided Monday through Saturday between 6:15 a.m. and 7:00 p.m. except for the following holidays:

- New Years Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas

ROUTE & SCHEDULE INFORMATION

Route and schedule information can be obtained by writing or calling:

Amarillo City Transit
P.O. Box 1971
Amarillo, TX 79105-1971

Phone: 378-3095
TDD: 378-6234

ACCESSIBLE SERVICE

All ACT buses are accessible to persons in wheelchairs. Should you need information to help transfer from one bus to the other, please notify the driver when you board the bus.

If you are a person with a disability (especially a vision impairment) who will be boarding the bus at a location where more than one bus will be passing, you may want to call the Amarillo City Transit dispatchers at 378-3095 prior to your trip. By notifying the driver in advance, you can ensure that they will watch for you at your stop.

SPECIAL TRANSPORTATION SERVICE

The City of Amarillo also operates Spec-Trans, a demand response curb-to-curb service for certified mobility impaired citizens of Amarillo who are unable to physically use an accessible fixed route bus. For information on how to qualify for this service, please call:

Phone: 378-3095
TDD: 372-6234

DESIGNATED BUS STOPS

Buses will pick-up and drop-off passengers at designated bus stops only. All designated bus stops are clearly marked by an Amarillo City Transit bus stop sign.

TRANSFER POLICY

Transfers are issued free to any fare paying passenger who must take more than one bus to reach a destination.

Only one transfer will be issued with each paid fare. Ask the driver for a transfer when boarding the first bus. When you board the connecting bus, give the transfer to the driver.

Transfers will not be issued to ride back to the original boarding point at a later time or to make a second trip on the same route. Transfers have a time limit and will be accepted at the following locations:

- Downtown Transfer Station between all routes
- SW 11th and Jackson transferring between Route 6 and Route 7
- SW 34th and Bell transferring between Route 6 and Route 7
- Gentry and Wallace transferring between Route 7 and Route 8
- SW 45th and Georgia transferring between Route 6 and Route 5

If the bus is running behind schedule and you are uncertain if you will make your transfer on time, ask the driver. The driver will radio the connecting bus and determine if other plans can be made to assist you with making the transfer.

LOST AND FOUND

Always check your seat before leaving the bus. ACT is not responsible for lost articles. However, if you do lose something, call 378-3095 or TDD 372-6234 between 8:00 a.m. and 5:00 p.m., Monday through Saturday.

We will make every attempt to recover your lost item. Lost and found items may be picked up at the Amarillo City Transit Office at 801 SE 23rd Avenue. All items will be kept up to 30 days.

FARES

Please have the exact amount of change ready when boarding the bus. Drivers do not carry change.

Adult	\$.75
Children (ages 6-12)	\$.60
Children under 6 with paying adult	Free
Student (Middle/High School with ACT I.D. card)	\$.60

Senior Citizens 65 and older \$.35
(With ACT I.D. card, Medicare Card, or
Valid Drivers License)

Medicare Card Holder \$.35

People with Disabilities \$.35
(With ACT I.D. card)

Please note that children under six years old may ride any ACT vehicle only if a paying adult accompanies them.

If you need information on how to obtain any of the I.D. cards listed above, call the Transit Office at 378-3095 or TDD 372-6234. Prepaid bus tickets may be purchased at the Amarillo City Transit Office located at 801 SE 23rd Avenue between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday or between the same hours on the first floor at the Cashier at Amarillo City Hall located at 509 SE 7th Avenue.

Tickets are non-refundable. Please have the correct amount of money necessary to make your purchases, as we do not keep change in the office.

Tickets may also be purchased by mailing a check or money order to:

Amarillo City Transit
P.O. Box 1971
Amarillo, TX 79105-1971

SEATBELT POLICY

Amarillo City Transit requires that all passengers wear a seatbelt while riding any Amarillo City Transit vehicle.

This policy affects both ambulatory passengers and persons in wheelchairs. Persons seated in the perimeter seating areas must wear a seatbelt when the bus is in motion. Persons in wheelchairs must allow the driver to secure their wheelchair and must wear a lap and shoulder belt.

There are two exceptions to this policy. The first exception includes infants or small children. If a person boards a bus carrying an infant or small child, they may hold the infant or small child in their lap while they are on the bus. The second exception would apply to a person that has a letter from a doctor stating it is physically or medically detrimental for a person to use a seatbelt.

If a person boards the bus and refuses to wear their seatbelt; refuses to allow the driver to secure their wheelchair; or refuses to wear the lap and shoulder belt while secured in the wheelchair securement area, the driver will radio dispatch and ask for a supervisor. A supervisor will come out and explain the policy. If the supervisor is unable to resolve the situation, the Police Department will be contacted to escort the person off the bus.

HELPFUL HINTS & INFORMATION

We are ready to take you where you want to go – work, school or shopping – quickly, economically and dependably. It is easy to ride ACT. With the following hints and helpful information, you will soon be an expert rider.

- Arrive at the pick-up point a few minutes before the scheduled time.
- Cross the street at the intersection to board the bus. Do not cut across the street. Most intersections are equipped with pedestrian crossing devices to assist you.
- Allow others to exit before

boarding. • Buckle up. See Seatbelt

Policy.

- Deposit your fare directly into the fare box. ACT requires exact change for fares. Drivers do not carry change.
- Do not eat or drink on the bus. Drinks brought on the bus must have a tightly secured cap or lid that twist shut preventing any liquid from spilling. You may bring your lunch box or groceries in sacks.
- Do not play music on the bus, as other passengers may be disturbed.
- Do not bring pets or animals on the bus. Only service animals for people with disabilities are allowed. See Service Animal Policy.
- Do not smoke. Smoking is prohibited by State Law Section 48:01 (up to \$200 fine).
- Signal the driver by pulling the stop request cord located across the top of the windows about one block before your stop. Passengers using wheelchairs can signal the driver by pressing the yellow strip at the base of the flip seat in the securement area. Gather your belongings and exit through the same door you entered.
- Limit the amount of carry on items, for example, 2 bags of groceries. Carry on items must not block aisle or take a seat from another passenger. Passengers must be capable of carrying items on the bus without assistance and be able to stow the items on their lap.
- Passengers traveling with infants or children in strollers are asked to remove the child from the stroller and secure the child in the seat belt provided every time possible. Do not allow your child to stand in the seat. The stroller is the responsibility of the passenger. To keep the stroller from rolling around the bus or falling over, you must keep your hand(s) on the stroller during the entire trip.

- Please remain seated until the bus comes to a complete stop.
- Drivers are not allowed to come into personal contact with any passenger or to carry their belongings.
- Passengers who become violent or disruptive are subject to service suspension and possible arrest by the Amarillo Police Department.
- When wheelchairs or scooters are being transported, their power source must be turned off and wheels securely locked.
- Reserve the front seats for persons with disabilities and senior citizens.
- All wheelchairs transported by ACT must be clean, with working brakes and must comply with the Americans with Disabilities Act (ADA) size and weight requirements (less than 30" in width, 48" in length measured 2" above the ground and less than 600 pounds when occupied). Wheelchairs and scooters that exceed these limits will not be transported.
- Passengers using mobility aids, which cannot be secured in the vehicles using 4-point tie-downs, may be asked to transfer to a passenger seat for their safety.

SERVICE ANIMAL POLICY

Service animals are welcome on board any Amarillo City Transit vehicle and facilities that are open to the public.

A service animal is any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him/her. No additional fee or deposit may be charged to transport service animals.

Emotional support dogs are not trained to perform specific tasks for passengers with disabilities; therefore support dogs are not considered service animals as defined in the Americans with Disabilities Act.

Amarillo City Transit is not responsible for the care or supervision of a service animal. Service animals that display vicious behavior towards other passengers, or otherwise prove a direct threat to the health and safety of others will be excluded from riding the vehicle. Amarillo City Transit shall not make assumptions about how a particular animal will behave; each situation must be considered individually.

HOW TO READ A SCHEDULE

One of the simplest rules for using the timetable on the schedules is to read down for departure times at each bus stop and across for arrival times at the bus stop. It's important to remember that the time schedules are estimated times of arrivals and departures.

If you need help identifying the best route for a trip, stop by the Transit Department located at 801 SE 23rd Avenue. Hours of operation are 8:00 a.m. to 5:00 p.m. Monday through Friday. If you are unable to stop by our facility, you can get the information you need quickly and easily by calling 378-3095.

GETTING ON AND OFF THE BUS

Arrive at the bus stop at least five minutes early. Designated stops are identified by bus stop signs throughout the City. Before boarding the bus it is important to identify the route NAME to insure it is traveling to your desired destination. The destination signs are located in three places, above the windshield, on the right hand side at the top of the window and at the top rear of the bus. If in doubt, ask the driver for clarification.

Have your ticket, transfer, or the exact change for your fare ready before the bus arrives. Deposit the exact change or ticket in the fare box or show the driver your transfer and put it in the fare box before you take a seat. Bus drivers do not carry change.

Ask the driver for a transfer if your destination requires you to ride more than one bus. Transfers are valid for up to two hours after the driver issues it to you. Give the transfer to the driver of the second bus you board.

When the bus is approximately a block away from your stop, push the signal strip located beside the window. Remain seated until the bus comes to a complete stop. Once you exit the bus, it is recommended you wait until the bus has completely pulled away before attempting to cross the street. Do not attempt to cross in front of or behind a standing vehicle.

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We welcome your comments and suggestions about our transit system. Please call us or stop by our office, if we can be of assistance to you in any way. The Transit Department is located on Route 4. The street address is 801 SE 23rd Avenue. Office hours are Monday through Saturday 8:00 a.m. to 5:00 p.m.

If a passenger does not agree with policy or procedure contained in the Fixed Route Rider's Guide, comments may be submitted to the ACT office. All comments will be considered.

Amarillo City Transit offers an affordable transportation alternative for the citizens of Amarillo. It is our goal to provide this service safely, efficiently, courteously and in the most professional manner possible.