

Riders Guide – How to Ride the Bus

Plan Your Trip

Visit amarillo.gov/transit or utilize the One Ride app to map your destination, the closest route, stops, and schedule. You want to look at Fixed Routes which follow a set path and schedule.



amarillo.gov/transit

Find Your Stop and Timing

- Identify the route nearest the place you are starting and the one nearest to where you are going.
- Look at the schedules for your route(s) to determine departure and arrival times. Make sure you are looking at the specific schedule for the day you are traveling.
- Check out our One Ride app to track buses in real-time or call 806-378-3095.

Pay for Your Fare or Purchase a Pass

Riders can purchase a Single Ride or Day Pass from the Bus Operator with exact change. All passes can be purchased at City Hall (601 S Buchanan St), the Transfer Station (219 S Fillmore St) or the Transit Office (801 SE 23rd Ave) with cash, check and card.

Fare information is available at amarillo.gov/transit on the Fixed Route Information page.

How to Catch and Ride the Bus

- Make sure you are at your designated stop several minutes before the bus is scheduled to arrive. Buses will only pick up at designated bus stops signified by a Bus Stop sign.
- Standing next to the bus stop sign lets the driver know you wish to ride the bus.
- Once the bus comes to a complete stop and the driver opens the door, allow riders to exit before boarding. Pay your fare using exact change or present your Bus Pass.

How to Signal a Stop and Exit

- Pull the bell cord inside the bus as you approach the block closest to your desired stop. Ring the bell once.
- Once the bus has come to a complete stop, move toward one of the exit doors. For your safety, exit the bus using the handrail.
- Wait for the bus to depart before attempting to cross a street and cross only at designated crosswalks.

Helpful Tips

- Bring weather-appropriate clothing, bags for errands, and walking shoes.
- Sign up to take a free Transit training session by calling 806-378-3095 or email transitadmin@amarillo.gov.

Need assistance? Call 806-378-3095.

Useful Transit Terms

Accessibility Ramp/Lift: Equipment used to assist passengers with disabilities in boarding and exiting the bus.

Bus Stop: A designated place where buses pick up and drop off passengers, marked by sign.

Day Pass: A pass that can be purchased for unlimited transit rides during a specific day.

Emergency Exit: A designated door or window on the bus to be used in case of emergencies.

Fare: The amount of money required to ride.

Farebox: The machine on the bus where passengers insert payment or swipe passes to pay the fare.

Fixed Route: A bus service that follows a predetermined path with designated stops and schedules.

Inbound: Buses travel toward the Multimodal Transfer Station.

On Demand — ACT Connect: Transit program in which shuttles or other shared vehicles take custom routes based on a rider's travel needs.

One Ride: A mobile app to plan transit trip and track Fixed Route buses.

Operator: The person driving the bus.

Outbound: Buses travel away from Multimodal Transfer Station.

Pass: A physical card that grants the passenger permission to ride the bus within a specified time frame.

Passenger: A person riding on the bus.

Priority Seating: Seats reserved for elderly passengers, people with disabilities, and pregnant women.

Reduced Fare Card: Eligible individual can apply for a card that qualifies them for discounted fares. The rider must be 65 or older, have a qualifying disability, or be a K-12 student.

Route: The path or course followed by a bus as it travels from one location to another, often indicated by a number or letter.

Schedule: The timetable specifying the times at which buses arrive and depart from various stops along a route.

Service Alerts: Notifications provided by the transit agency regarding changes in bus schedules, routes, or delays.

Timed Stop: Refers to a stop on a bus route assigned a fixed scheduled time of arrival.

Transfer: When passenger switches from one bus route to another bus without paying an additional fare.

Transfer Point: A designated location where passengers can switch from one bus route to another.



Need assistance? Call 806-378-3095.