

Things You Need to Know About Riding Spec-Trans

- Schedule rides Mon–Sat 8:00 a.m.–5:00 p.m.
- Rides can be scheduled as early as 7 days in advance but no later than the day before
- Fare is \$1.50 for each one-way trip
- Scheduled pickup time is an estimate. Van can come 10 minutes before scheduled time or as late as 15 minutes after your scheduled time.
- You can have a helper (PCA) and they ride free
- Spec-Trans is a curb-to-curb service
- Once van arrives, you have 5 minutes to board
- This is a shared ride
- No drinking or eating are allowed on the van
- You can only bring 3-4 shopping bags onto the van—what you can carry yourself in one trip and what you can store under your seat or in your lap.
- If you do not cancel your ride 4 hours in advance, you will be charged a “no show.”
- If you “no show” the first part of your trip, we will not automatically cancel your return trip. You must call to cancel the trip or you will be charged another “no show.”
- The cost of a “no show” is \$3.00.
- All wheelchairs and scooters must be tied down to be transported.
- All passengers must wear seatbelts.
- You can be on the van awhile because this is a shared ride. Other riders will be picked up and dropped off along the way. We will get you to your destination as quickly as we can.

Amarillo City Transit

Amarillo City Transit welcomes your suggestions and comments about how Spec-Trans can better serve your needs. Please contact Amarillo City Transit at:

Mailing Address:
Amarillo City Transit
P.O. Box 1971
Amarillo, TX 79105

Street Address:
Amarillo City Transit
801 S.E. 23rd Avenue
Amarillo, TX 79103

Business Office Hours:
8:00 a.m. to 5:00 p.m.
Monday through Friday

Reservation Hours:
8:00 a.m. to 5:00 p.m.
Monday through Friday

Reservations/Cancellations:
378-3095

Judy Phelps
Transit Manager
378-6842

Anna Blyton
Spec-Trans Operations Supervisor
378-6843

Amarillo City Transit

Spec-Trans Rider's Guide Summary



Telephone: 378-3095

Welcome Aboard!

1. SCHEDULING A TRIP: To make an appointment to ride Spec-Trans, call Amarillo City Transit at 378-3095 between 8:00 a.m. to 5:00 p.m. Monday through Saturday. On Sunday, you can call during the same hours and leave your information on the answering machine for a Monday trip. Make sure you leave your name and telephone number. When you call to make an appointment, please tell the dispatcher who answers the phone:

- Your name
- Your pick-up address
- If you will ride with an attendant (helper) or with a guest (not a helper)
- If you will use the wheelchair lift
- Address of where you want to go
- What time you need to be there
- If you need Spec-Trans to pick you up, and if so, what time.

2. WHEN TO CALL: You can schedule an appointment for a ride (7) days early or as late as the day before your trip. Appointments are on a first-come, first-serve basis. We do not book same day rides.

3. COST: Each passenger must pay one dollar and fifty cents (\$1.50) each time he/she boards the van. If you do not pay when you get on the van, you will not be transported. You must have the exact fare as drivers

are not allowed to make change. A book of 20 tickets can be purchased from the Transit office for \$30.

4. TIME: The van can come up to 10 minutes before your scheduled pickup time or as late as 15 minutes past your scheduled time. You have **5 minutes** to board the van once it arrives.

5. SHARED RIDE: Typically several passengers will ride together as the van will pickup and drop off passengers along the way.

6. CARRY-ON ITEMS: Limit your bags to 3 or 4 small grocery bags. You must be able to carry them on in one trip and stow the items on your lap or under your seat. The aisle cannot be blocked.

7. PERSONAL CARE ATTENDANTS AND FRIENDS: You must be able to get to the van by yourself or with the help of a personal care attendant (PCA). The PCA will not have to pay for riding the van with you. Friends can ride, but will have to pay the same fare as you do.

8. WHEELCHAIR LIFT: Spec-Trans van operators will help you on the wheelchair lift. Riders who cannot climb the bus steps can also use the lift.

9. MISSING THE VAN: Amarillo City Transit will follow the schedule as much

as possible. If the rider is more than five (5) minutes late, the operator will leave and the rider will be charged a "no show."

10. NO SHOWS: If you call to cancel a trip less than 4 hours before your scheduled pickup time, or miss the van without calling in, it is called a "no show." You will be charged double the van fare (\$3.00) for each "no show." If you receive (3) unappealed unpaid "no shows" in one month, you will be placed on suspension for 30 days. If you receive (5) unappealed unpaid "no shows" within any time period, you will not be able to ride the van until the "no shows" have been paid. Appeals must be filed according to appeal procedures.

11. RETURN RIDE: In the event of a "no show" your return trip is not automatically cancelled. You must call in and cancel the return trip.

12. WHEELCHAIR TIE DOWNS: All wheelchairs and scooters must be in good condition. The wheelchair or scooter must be secured to the "tie-down" devices on the van or it cannot be transported.

13. SEATBELTS: All passengers must wear their seatbelts or they will not be transported.