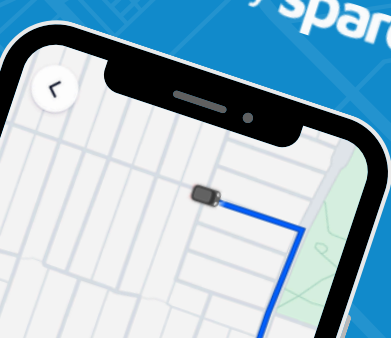
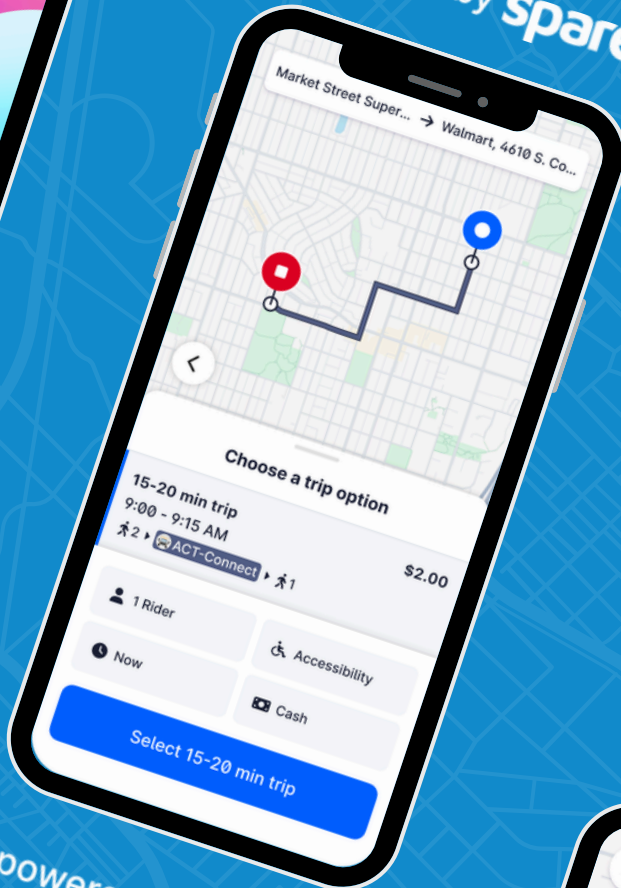
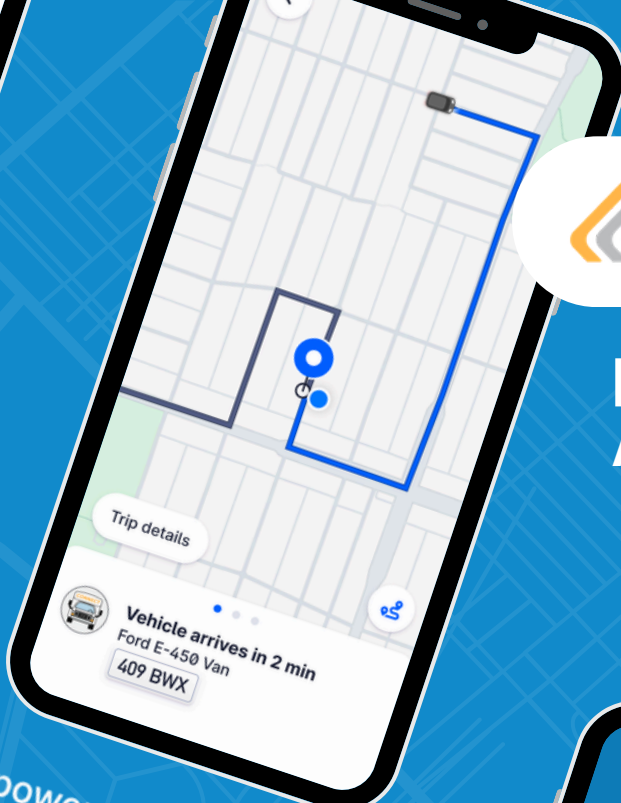
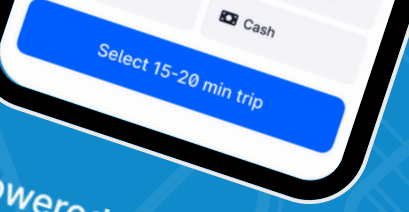


The logo for ACTransit, featuring a stylized 'A' composed of three parallel lines in blue and orange, followed by the word 'TRANSIT' in a bold, blue, sans-serif font.

# Rider App Guide

A step-by-step guide to using ACT-Connect's rider app, powered by Spare.



# What to Know Before Setting Up the App

**Before you can download and create an account in the app, riders must first complete the eligibility process, including an application, interview, and approval.**

## Step 1: Complete an Application

Applications are available on our website and need to be submitted in full.

You may submit your completed application using one of the following methods:

### Hand Delivery:

Amarillo City Transit  
801 SE 23rd Avenue  
Amarillo, TX 79105-1971

### Mail:

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

### Email:

[transitadministrators@amarillo.gov](mailto:transitadministrators@amarillo.gov)

### Phone:

(806) 378-3095

## Step 2: Schedule an Interview

Once your application is received, interviews are typically scheduled within **21 business days**.

Applications received by **Wednesday** are generally scheduled for the following **Friday**, with reasonable accommodations available upon request.

**Free transportation** to and from the ACT office is provided for scheduled interviews.

## Step 3: Approval & Account Setup

Once approved, Transit staff **will create** your rider account in the system.

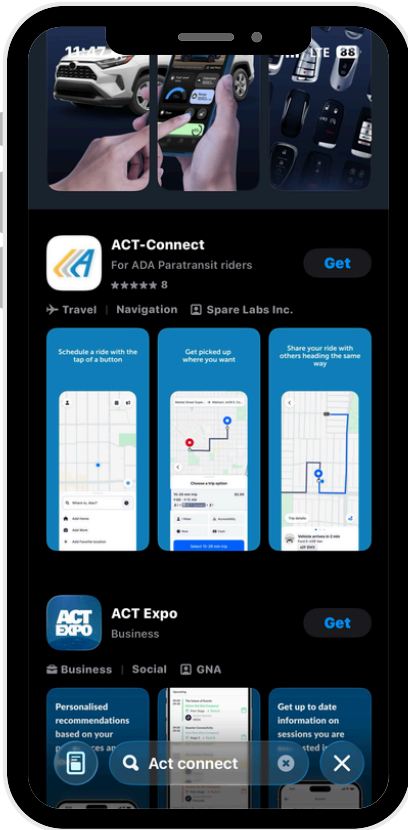
## Step 4: Download the App

After your rider account has been created, you can download the app and complete your personal account setup.



# Getting Started

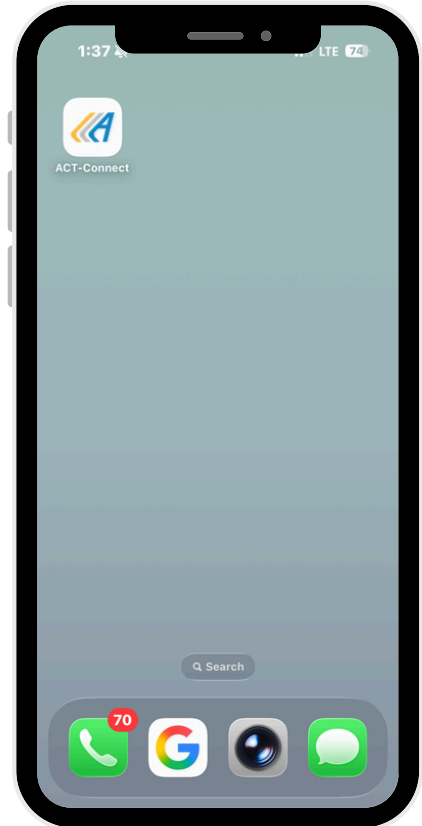
## Downloading the Rider App



### Find and install the app

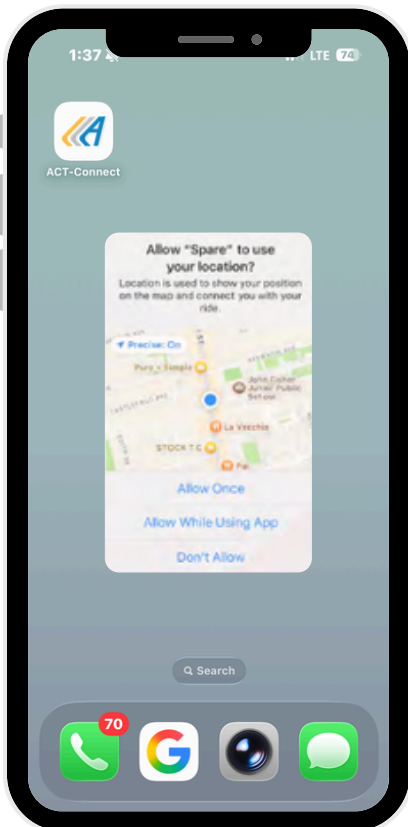
Find your local service in the Apple App Store or Google Play Store by searching: [ACT-Connect](#)

Tap **Get** or **Install** to download the application on your device.



### Open the App

Once installed, open the app from your homescreen.



### Enable permissions

For best experience, allow ACT-Connect to use:

- **Location:** Set to "Always" to give you the most accurate trip details.
- **Notifications:** So that you receive alerts about your upcoming trip.



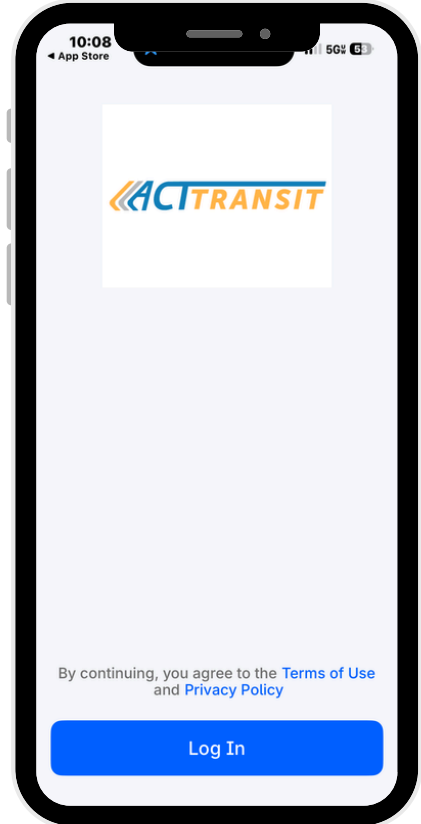
# Getting Started

## Login and Account Setup



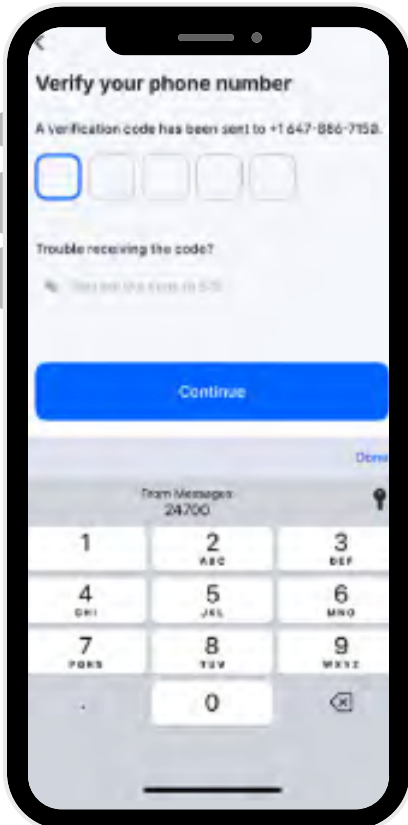
Find your local service in the Apple App Store or Google Play Store by searching: [ACT-Connect](#)

Tap **Get** or **Install** to download the application on your device.



### Create an account

Tap **login**, enter your mobile phone number associated with your ACT-Connect account, and tap confirm



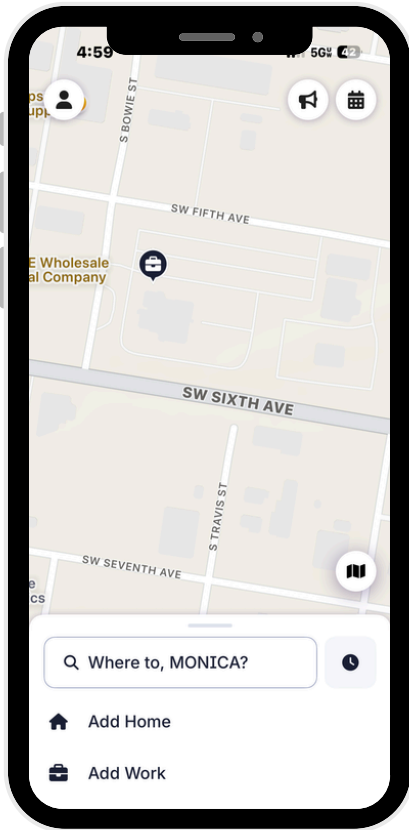
### Enter your confirmation code

You'll get a 5-digit code by text. Enter the code to finish logging in.



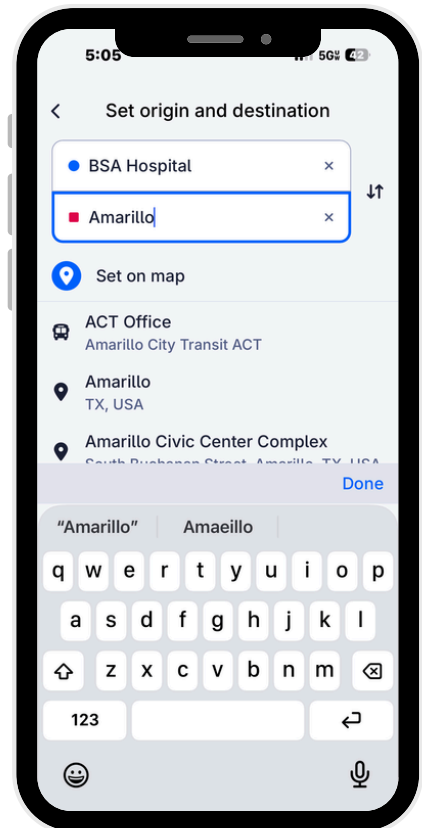
# Booking A Ride

## Set pickup and drop off locations



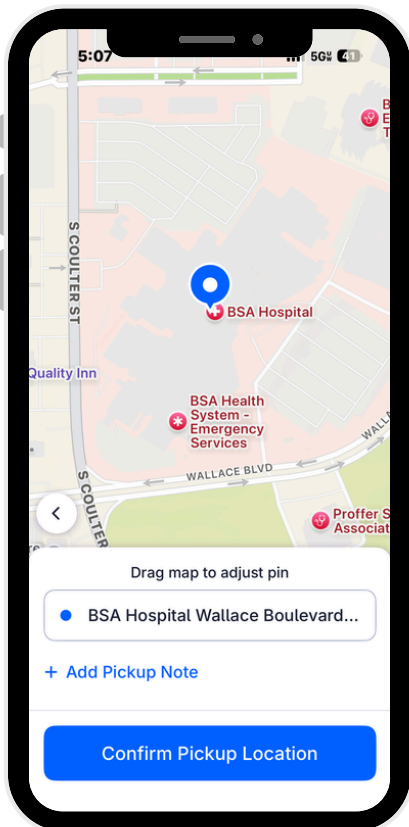
### Start your booking

From the home screen, tap "Where to?" to begin.



### Enter pick up and drop off locations

The pickup defaults to your current location. To change it, tap the address bar and enter a different one.



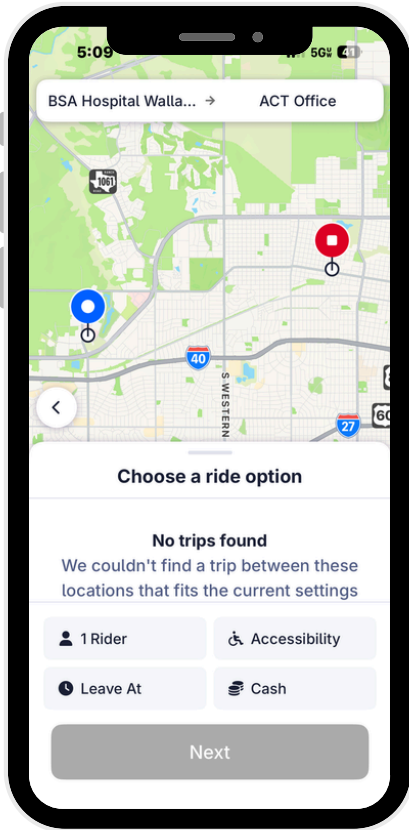
### Confirm pickup point

You can also adjust your pickup point by moving the pin on the map to your exact location, making it easy for drivers to find you.



# Booking A Ride

## Customize and book your ride



**Riders**

How many seats do you need?

Adult

Personal care attendant

Child

Other rider

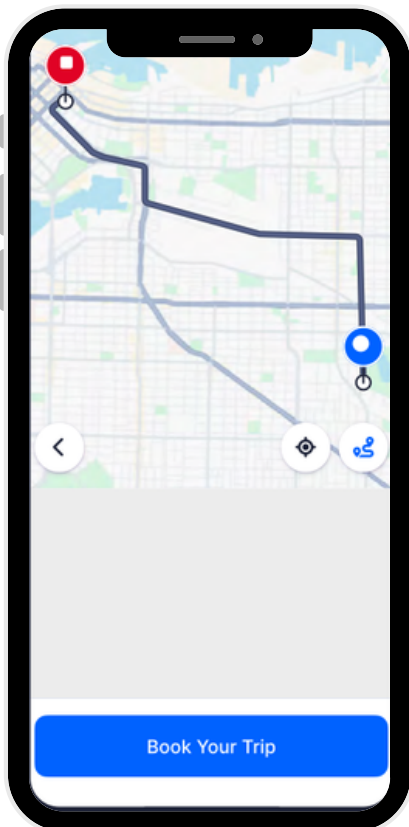
**Payment methods**

Cash

Ticket

## Customize your ride

1. Choose **Now** to ride ASAP, or pick a date/time for later
2. Add the number of **riders**.
3. Select any **accessibility needs** like wheelchair or bike access.
4. Pick your **payment method** (cash or ticket)



## Book your ride

Pick the best trip for you. The app will show you available options with:

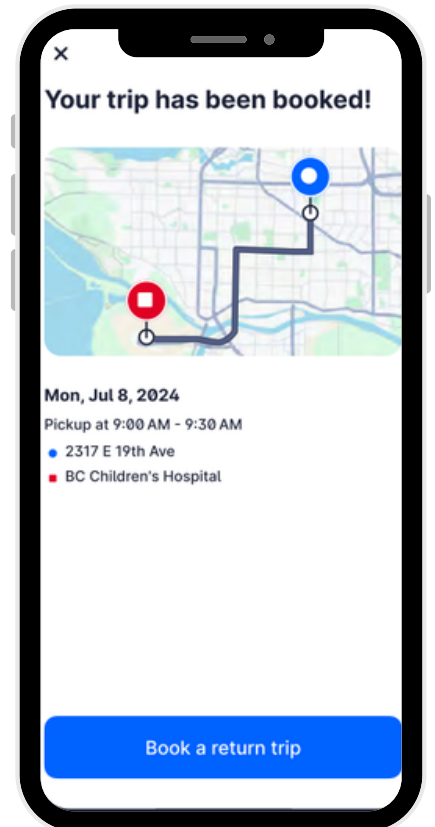
- Estimated arrival time
- Total fare
- Trip duration

Tap **Book Your Trip** to confirm.



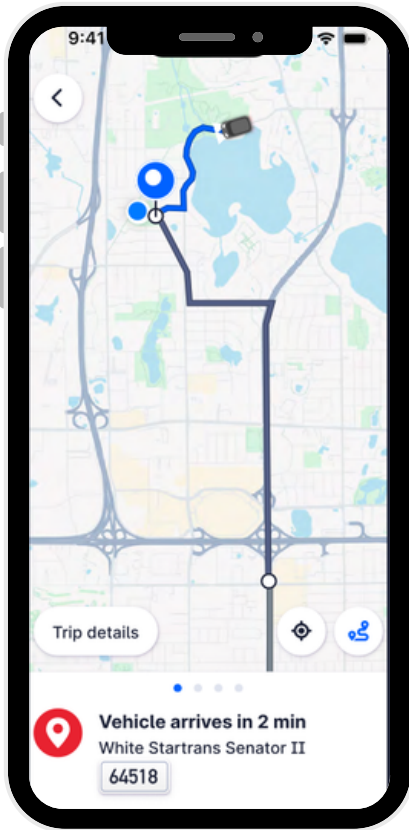
## See trip details

You'll see a trip summary with all the details.



# Booking A Ride

## Tracking, directions, and notifications

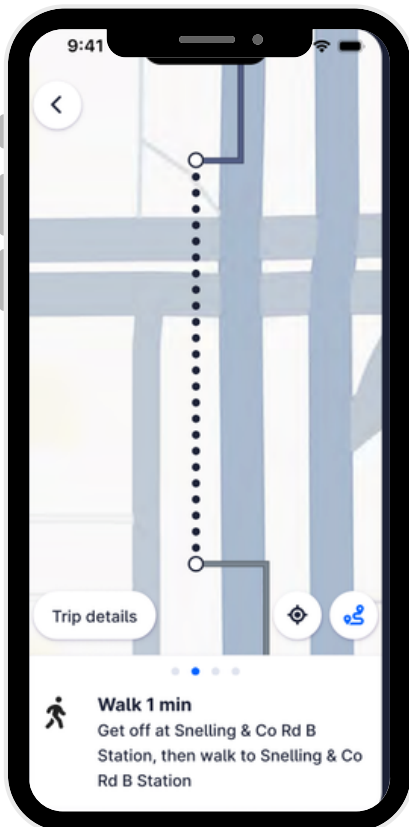


### Track your ride in real time

Track your ride in real time from the trip details screen.

Get walking directions to your pick up point.

If stop-based services are available, you will see walking directions to your stop.



### Get walking directions to your pickup point

If your service offers in stop-based pickups, you'll get walking directions to your nearest one.



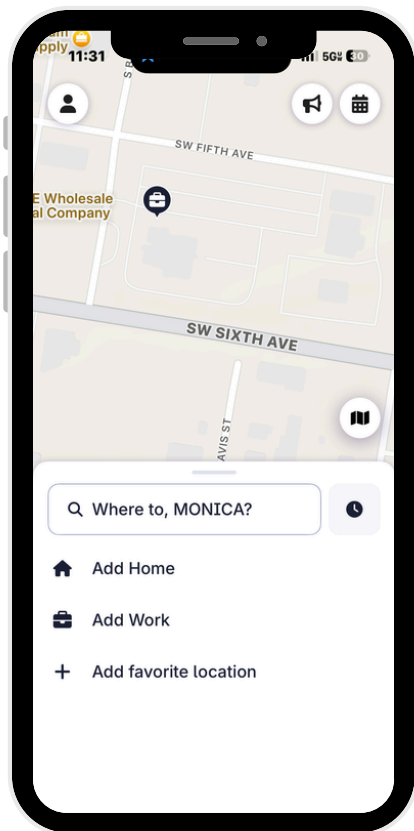
### Get notified when it's time to go

You'll get a notification when your vehicle is almost there, so you know exactly when to head out and what to look for.



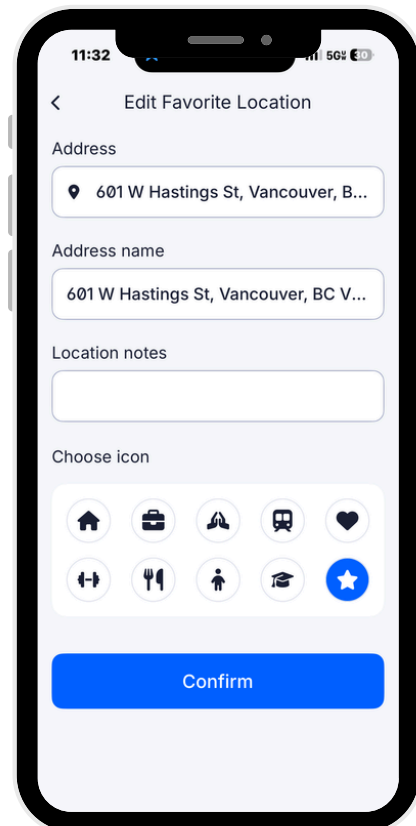
# Setting Up Favorite Locations

Save time with saved places



## Add your favorite location

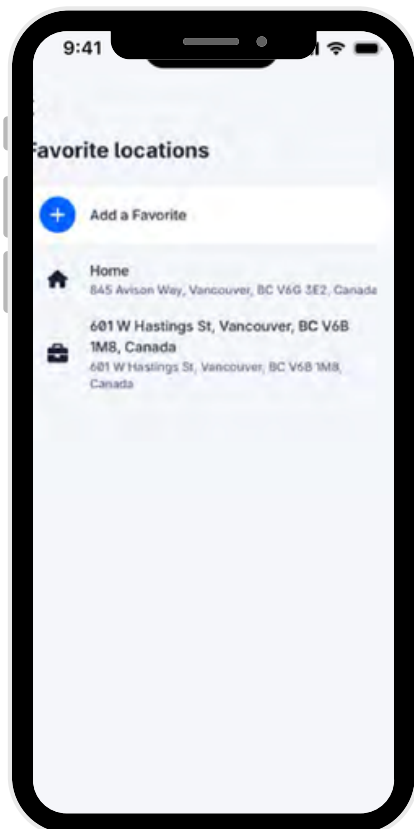
Tap "Add Favorite Location" on the Home Screen.



## Enter location details

Enter the address and give it a name like "Home" or "Work"

You can also choose an icon for quick reference



## Access your favorites anytime

Your favorite locations are just a tap away, they'll appear right on your home screen for quick access.

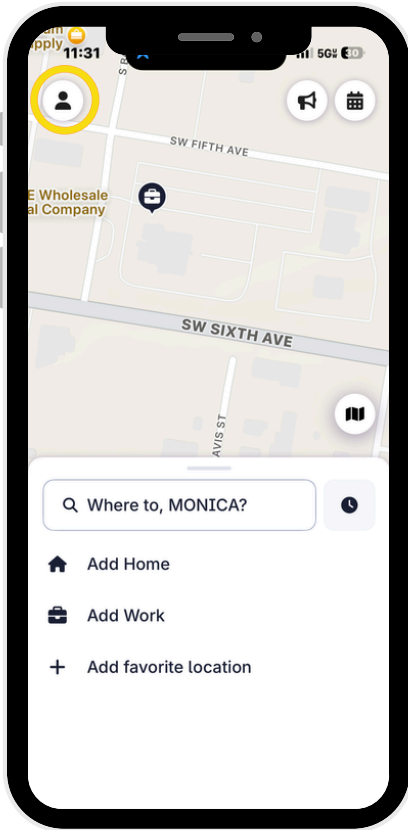
You can also find them anytime by going to your profile:

[Profile icon](#) > [Settings](#) > [Favorite locations](#)



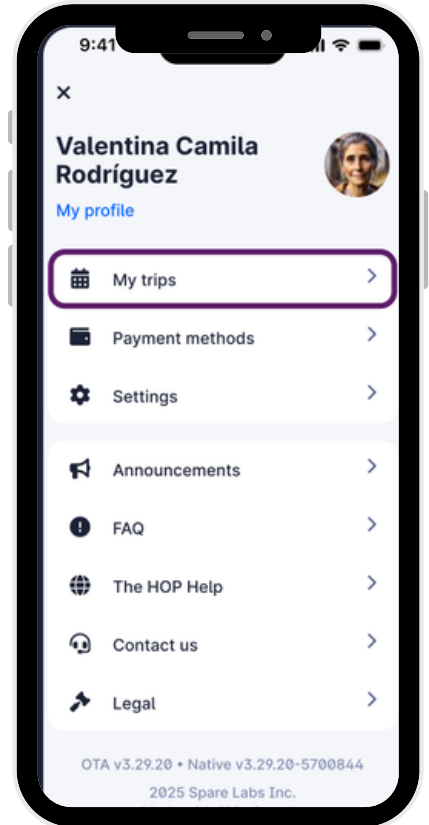
# Manage Scheduled Trips

View upcoming or past trips



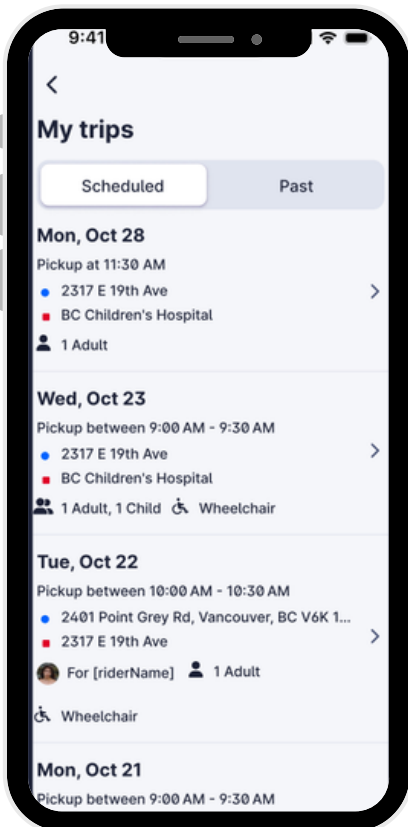
## Go to your profile

Tap your **profile icon** on the upper-left corner of the Home Screen.



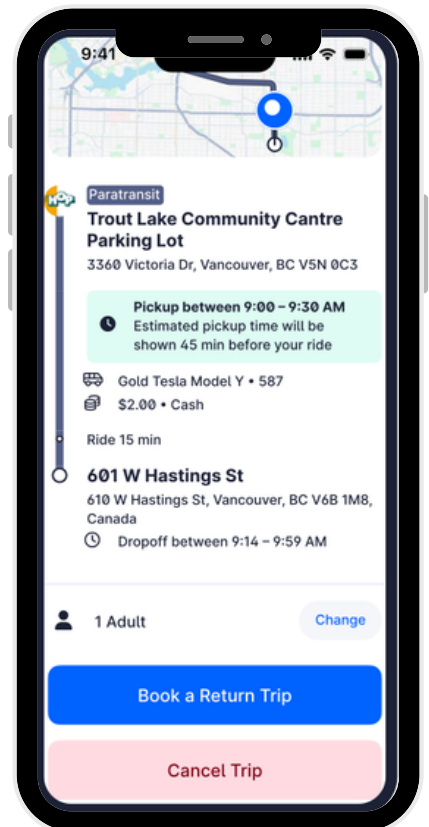
## Select "My trips"

Select **My trips** to view scheduled and past rides



## Manage a scheduled trip

- Select from your **Scheduled Trips** or **Past Trips**
- Tap a trip to open the trip details



## Cancel a trip

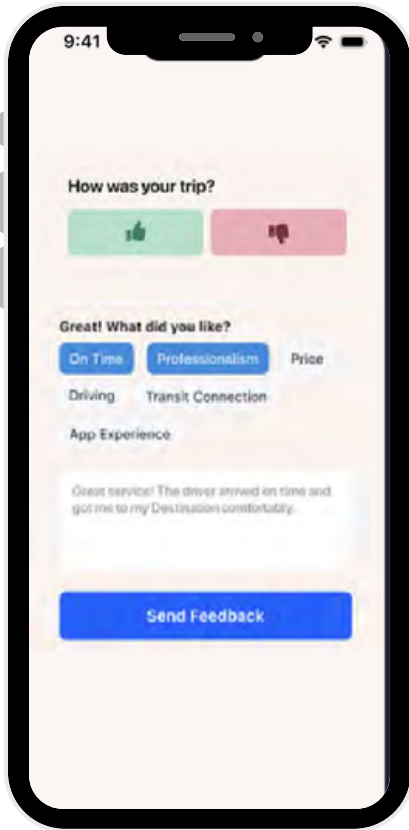
Tap a trip to see the full details

Scroll down and tap **Cancel Trip** if plans change



# Reviewing A Ride

Rate your experience



## After your ride, let us know how we did

After your trip ends, we'll ask for quick feedback.

- Give a thumbs up or down
- Share what went well or what could be better
- Your comments help improve service for everyone

