

## Our Nondiscrimination Commitment

ART services are available to *all* residents of our service area. We operate our program without regard to race, color, national origin, disability, gender, age, or religion.



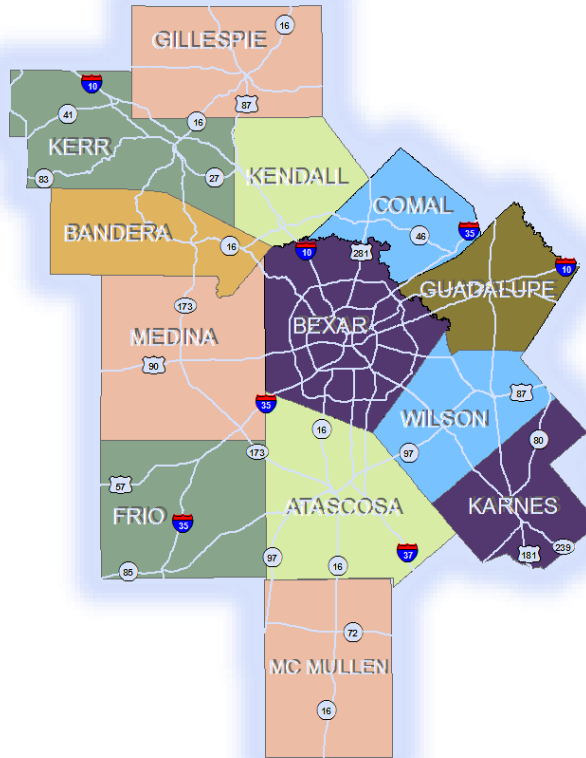
## FARE SCHEDULE

Fares for ART's services are based on pick-up and drop-of points:  
(prices shown are one way)

In town	\$2.00
Out of town, same county	\$6.00
One county over	\$8.00
Two or more counties over	\$12.00

Fares are subject to change.  
Customers must pay their fare upon boarding—exact fare please. For your convenience, ask your driver about purchasing on or more \$20 books of **Speedy Bucks**.

## ART's Service Area



**Alamo Regional Transit**  
8200 Perrin Beitel, Suite 101  
San Antonio, Texas 78218  
See our website at:  
[www.aacog.com/art](http://www.aacog.com/art)



ART vehicles are  
wheelchair accessible



# Need a Ride? Here's Your Guide



Available to the general public  
**Call Toll-Free:**  
**1-866-889-7433**  
**TTY Users May Call 711**

## Who We Are and How We Serve You

Alamo Regional Transit (ART) is a service of the Alamo Area Council of Governments that provides public transportation for travel *originating* in the following counties:

Atascosa, Bandera, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, McMullen, Medina, and Wilson.

ART can fit your needs by offering a fleet of smaller buses and vans, as well as larger charter and school buses.

Some reasons you can use or service are:

- **Medical**—picking up prescriptions, doctor appointments (not for emergencies), and visits to the Veterans Administration
- **Work**—Getting to and from work, job interviews, or a Workforce Center
- **School**—Going to and from college or vocational school, or getting children to and from school
- **Daycare**—Getting children or adults to and from their daycare
- **Personal needs**—shopping trips, going to restaurants and nutrition centers, hair appointments, library visits, movies, or visiting friends



## How the Service Works for You

1. Schedule your ride with a dispatcher (see ***Scheduling your Ride***). The dispatcher will set a pick-up time and you will receive a call on the day before your trip to let you know what time we will arrive.
2. On the day of your first trip, our vehicle will arrive to pick you up at the curb and will wait up to 10 minutes for you to come out to board. **You must be capable of getting yourself and your belongings to and from the vehicle**, either on your own or with an attendant. You will be transported to your destination, and let off at the curb.
3. To return back home, call the dispatch number and they will send a driver to come pick you up within the hour, unless you have a pre-set return time.

## Wheelchair/Scooter Accessibility



ART vehicles are accessible for wheelchairs, scooters, and other mobility aids. Our lifts meet ADA standards; however, we may have to decline service if you and your mobility device won't fit properly on the lift or weigh more than is safe. The lift is also available to those who may have difficulty climbing or descending

## Service Animals Always Welcome



Your service animal may ride with you, but it must be on a restraint. No pets or comfort animals please.

## Scheduling Your Ride

To schedule a ride, call **1-866-889-7433** (toll-free) at least 24 hours in advance and by noon the previous business day. Trips can be booked up to 30 days in advance and are on a first come basis. We recommend scheduling your trip *at least* three days in advance. Trips may also be scheduled using

**Self-Service Portal** <https://art.ecolane.com/selfservice/>

**Mobile App.** Please call dispatch to set-up account for Eco lane/ART Mobile App.



Call dispatch at **1-866-889-7433**  
**Monday - Friday: 7:00am to 6:00pm**  
and provide the following information:

- Your name
- Complete address for pick-up and drop-off, to include zip codes
- Appointment and/or arrival time
- Date you are requesting the ride
- If you will be using a mobility device (walker, wheelchair)
- If you need a return ride and an approximate return time
- If you will have a personal attendant riding with you—**Attendants ride FREE**

## Cancellation and No-Show

To cancel or reschedule a ride, call dispatch at 1-866-889-7433 no later than *two hours* prior to the scheduled pick-up time. When a trip is not cancelled with prior notice, it is considered a no-show and could result in suspension of service, if repeated.