

# Nondiscrimination Commitment

ART services are available to all residents of our service region without regard to race, color, national origin, disability, gender, age, or religion.

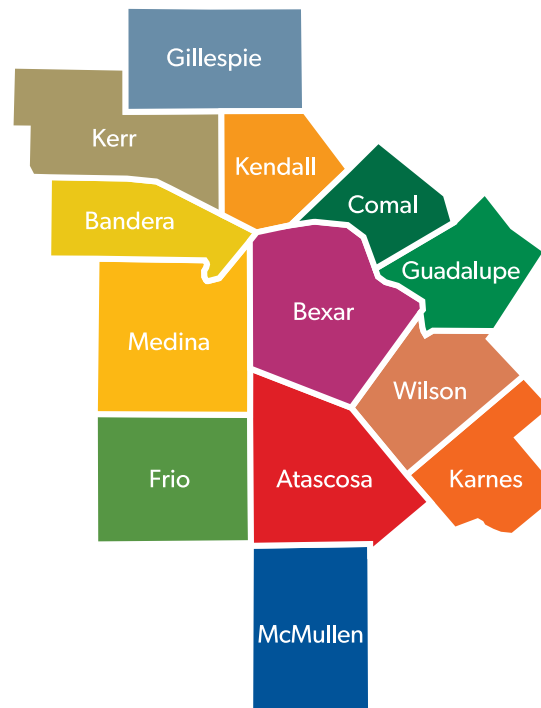
## Fare Schedule

Fares for ART's services are based on pick up and drop off 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. Exact fare is due upon boarding. For your convenience, ask your driver about purchasing one or more \$20 books of **Speedy Bucks**.*

## ART's Service Area



Alamo Regional Transit  
8200 Perrin Beitel, Suite 101  
San Antonio, TX 78218  
[aacog.gov/art](http://aacog.gov/art)



ART vehicles are wheelchair accessible



*The mission of the Alamo Area Council of Governments is to enhance the quality of life of all residents of the Alamo Region in partnership with elected and appointed officials, funders, community partners and beneficiaries.*



Need a Ride?  
Here's Your Guide



**Call Toll Free:**  
**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 school and larger charter style school buses.

Use ART services for:

- **Medical** - Non emergency doctor appointments, picking up prescriptions and visits to the Veterans Administration
- **Work** - getting to and from work or job interviews
- **School** - getting you or your children to and from school, college, or vocational 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, or just 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 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.** You will be transported to your destination and dropped off curb side.
- 3 To return home, call the dispatch number and we will send a driver to come pick you up within an hour unless you have a preset 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 will not fit properly on the lift or weigh more than is safe. The lift is also available for those who may have difficulty boarding.



## Service Animals are Always Welcome

Your service animal may ride with you but must be restrained. No pets or comfort animals allowed.

# Scheduling Your Ride

To schedule a ride, call toll free 866-889-7433 by noon with at least 24 hour advance notice. 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 Ecolane/ART Mobile App.

(Available only for Pronto service in Kerrville and Seguin)



Call dispatch at **866-889-7433**  
**Monday - Friday: 7:00 am to 6:00 pm**  
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, scooter, 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 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.