



Transportation



Section 5



Metropolitan Transit

VIATRANS SERVICE CUSTOMER GUIDE



VIA Metropolitan Transit
P. O. Box 12489
1021 San Pedro Avenue
San Antonio, Texas 78212
VIAtrans Phone: 210-362-5050 Fax: 210-362-2563

www.viainfo.net



ABOUT VIA and VIATRANS

The VIA Metropolitan Transit Authority provides public transportation service throughout the San Antonio area. VIA was created by public vote in November 1977 and is governed by an 11-member Board of Trustees. VIA's mission is to strengthen regional mobility, development, and sustainability by providing an outstanding multi-modal transportation system.

VIA provides nearly 50 million transit trips every year. Most VIA customers travel on buses which follow specific routes and schedules. VIA buses connect neighborhoods to medical facilities, stores, places of employment and other important destinations within VIA's service area. All VIA buses have ramps for ease of access by people who use wheelchairs, scooters and other mobility devices or who have difficulty climbing steps. VIA bus operators are trained to be courteous and helpful to all customers.

Some people have disabilities that prevent them from using VIA bus service for some or all transit trips. These individuals can be approved to use the VIAtrans van service. VIAtrans is an advance reservation "paratransit" service that travels to and from specific locations as requested by VIAtrans customers. The Americans with Disabilities Act of 1990 (ADA) requires VIAtrans to be comparable to the bus system with respect to the service area, days and hours of operation, and system capacity. VIAtrans is not a medical service provider. If medical transportation service is needed, please contact EMS or similar transportation provider.

VIAtrans must comply with a variety of governmental rules and regulations. In order for customers to effectively use the VIAtrans system, it is important to understand how VIAtrans is designed; how it operates; and what services can or cannot be provided. This VIAtrans Service Customer Guide is designed to help customers get the maximum benefit from VIAtrans service. It contains specific information, and answers typical questions VIAtrans customers may have. If there are other questions, or if anything in this Guide is unclear, please contact VIA. We are here to provide safe, reliable and efficient transportation for people with disabilities.

Welcome to VIAtrans!

Issued January 2014

GENERAL INFORMATION

VIAtrans Reservation Office: (210) 362-5050

Toll Free: 1-866-362-5050

VIAtrans Reservations (refer to page 6)

Trips can be scheduled from one (1) to seven (7) days in advance. No same-day reservations.

Hours: Seven days a week, 8:00 a.m. to 4:45 p.m. to make reservations from one (1) day to seven (7) days in advance

Extended Hours: Monday – Thursday, 8:00 a.m. to 8:00 p.m. for all advance reservations **except one (1) day**

VIAtrans Cancellations (refer to page 8)

Customers can cancel VIAtrans trips 24 hours a day, seven (7) days a week. Call (210) 362-5050 to speak with a Reservation Agent from 4:00 a.m. to 1:00 a.m. or to use the automated cancellation system 24 hours a day.

Where's My Ride? (refer to page 14)

Hours: Monday-Sunday, 4:00 a.m. to 1:00 a.m.

Will-Call Request (refer to page 8)

Hours: Monday-Sunday, 6:00 a.m. to 8:00 p.m.

Accessible Services

VIA Metro Center
1021 San Pedro Avenue
P. O. Box 12489
San Antonio, TX 78212

Telephone Numbers

(210) 362-2140
Toll Free: 1-866-362-4200
Fax: (210) 362-2563

Hours: Monday-Friday, 8:00 a.m. to 4:45 p.m.

Customer Concerns Department

Telephone Number (210) 362-2020