

**ADA COMPLEMENTARY
PARATRANSIT PLAN**

San Marcos UZA

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Contact Information:

Amy Finn

(512)393-8487

630 E. Hopkins St.

San Marcos, Texas 78666

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Background

As a result of the 2010 Census, the San Marcos Urbanized Area (UZA) was defined. It includes parts of three counties (Hays, Caldwell, and Guadalupe Counties) and two cities (San Marcos and Martindale) in Texas, with the City of San Marcos the dominant demographic.

The current purchased transportation, also known as the San Marcos Transit System, modes in the San Marcos urbanized area are:

- Fixed routes (7)
- Senior shopper route (1)
- Interurban Express route from San Marcos UZA to the Austin UZA (1)
- Demand Response (paratransit)

As required by the Federal Transit Administration (FTA) and the Americans with Disabilities Act (ADA) of 1990, in partnership with the service provider, the City of San Marcos created this complementary paratransit service plan for riders who, due to disability, are unable to use the fixed-route service. The San Marcos Transit System will provide ADA paratransit to origins and destinations within the UZA of San Marcos on each side of the fixed route. Service beyond this area may be provided at the discretion of the San Marcos Transit staff. This ADA paratransit Plan meets the requirements outlined in Title 49, Transportation, Part 37, Transportation for Individuals with Disabilities.

Plan Development and Public Involvement

The following steps were taken to comply with Title 49, Transportation, Part 37, Transportation for Individuals with Disabilities, prior to the initial adoption of this Paratransit Plan:

Outreach

The City solicited comments for the Draft Paratransit Plan from known groups and organizations of persons anticipated to use the paratransit service.

Consultation with Individuals with Disabilities

Utilizing City resources, the Draft Paratransit Plan was presented to known organizations representing persons with disabilities.

Opportunity for Public Comment

The City posted notice of the initial Draft Paratransit Plan in the local newspaper and offered a 15-day comment period for or against the proposed plan.

Public Hearing

After receiving feedback from the public consultation process, the City held a public hearing during the City of San Marcos Council meeting prior to the board approving and adopting the Paratransit Policy.

Ongoing Process

The City will update and present annually to the San Marcos City Council for approval. Opportunities for comments on the updated policy will be available during the "Citizen Comment" period of each meeting.

Keep Paratransit Plan on File

The City of San Marcos will keep this plan on file with the Texas Department of Transportation (TxDOT) and FTA.

Documentation

All comments on the proposed Paratransit Plan can be found in Appendix A.

Service Overview

Service Area

This Paratransit Plan covers all of the San Marcos UZA. The San Marcos UZA covers 25 square miles and services approximately 74,469 people.

Fixed Route Structure

In full operation, the San Marcos Transit System consists of seven (7) routes that operate from 7:00 am to 6:00 pm, Monday through Friday. Each of the seven routes ranges from 30-minute to one-hour frequency.

A commuter route runs from the City of San Marcos with service to the Eastside Bus Plaza in Austin, Texas. All routes are accessible to persons with disabilities and persons who use wheelchairs. A map of the current fixed route is attached as Appendix B.

Service Days and Hours

Paratransit service will be provided during the same time as the San Marcos Transit System fixed route system, which currently operates Monday through Friday, 7:00 am to 6:00 pm. Service is not provided on major holidays on either the fixed route or paratransit service.

Fixed Route Fare Structure

One way - \$0.00
Daily pass - \$0.00
Monthly pass - \$0.00

Vehicles

As the ADA requires, the San Marcos Transit System has a 100% wheelchair-accessible transit fleet to ensure that persons needing a wheelchair have equivalent access to transportation services as ambulatory persons. Maintenance of accessible features on vehicles as required by the ADA is maintained to a high level so that persons needing these features receive equivalent service. If the lift is not working for some reason, another lift-equipped vehicle will be provided within 30 minutes. Bus operators will also make major stop announcements. The total number of vehicles servicing the fixed routes is 12. The total number of vehicles servicing paratransit is 4.

Route Accessibility

The San Marcos Transit System has 25 ADA-accessible transit shelters and 44 ADA-accessible stops. Sidewalks service most stops, but there is no specific infrastructure for Transit accessibility.

Existing Paratransit Service

Service Provided by SM UZA

San Marcos UZA contracts with Capital Area Rural Transportation Systems (CARTS) to offer complementary paratransit included in the San Marcos Transit System. A map of the current paratransit service area can be found in Appendix C. San Marcos Transit System offers door-to-door service within the paratransit area. Passengers must qualify to use the paratransit system by completing the application found in Appendix D. Once passengers are approved, the transportation options include:

- Paratransit feeder service to an accessible fixed route, where such service enables the individual to use the fixed route bus system for part of the trip.
- Coordinated paratransit service with other 5310 or 5311 programs and with commercial bus lines, such as Greyhound.
- Service from a person's home to their requested destination.

Paratransit service is provided during the same operating hours as the fixed route services in the San Marcos Transit System.

Response time

Eligible riders, once approved, rides must be scheduled the day before and maybe scheduled up to two weeks in advance.

Restrictions on Trip Purpose

The San Marcos Transit System will accept and handle all trip requests on a first-come, first-serve basis. San Marcos Transit System will not restrict or prioritize trip purposes for paratransit riders.

Fares Structure for SM UZA Paratransit

Each way - \$0.00

Fares for paratransit are not reduced

Fares will be no more than twice the fixed-route adult fare

A personal care attendant is permitted to accompany an ADA-eligible rider at no charge. If space is available, additional riders may accompany the passenger at the same fare charged to the ADA rider. All riders must have the same origin and destination as the ADA-eligible rider. ADA fares can and will be adjusted when and if the fixed route fares change.

Capacity Constraints

Service will not be limited because of capacity constraints. No waiting lists will be maintained, and the number of trips provided to an individual will not be restricted. Reservation times may be negotiated within one hour of the requested pickup time. Subscription trips will be limited to no more than 50% of complementary paratransit service capacity.

System capacity will be continually monitored and evaluated to determine the need for modification of resources, such as the number of drivers, support staff, and vehicles. The system capacity is 3 passengers/hour. System performance is measured by the number of passengers/hours the system carries, the number of trip denials, and the number of late pickups the system is experiencing.

Paratransit eligibility

ADA paratransit service must be provided to all individuals who are unable to use the fixed route system because of their disability, some of the time or all the time. The criteria for determining eligibility are also regulated by the ADA and San Marcos Transit must have a documented process in place to determine if an individual qualifies for ADA service.

A passenger interested in riding paratransit will submit a completed application to the ADA Coordinator. Within 21 days, the application will be reviewed, and a decision will be made. The completed application will include a medical professional attesting to the passenger’s disability and that such disability would prevent the passenger’s ability to independently use the fixed route transit or access a fixed route transit bus stop. Once approved, the passenger would be added to the eligibility list, and they can begin scheduling rides. The application is included in Appendix D. San Marcos Transit System has a program for Senior Citizen’s 65 and older.

Services Provided by Other Entities

Two other organizations were identified as providing some level of paratransit service in the City of San Marcos. These are:

- Aloha Taxi, serves San Marcos, Kyle and Buda, has wheelchair accessibility
- Uber WAV

San Marcos Transit System Paratransit Plan

Demand

It is estimated that 10% of the total ridership across all three modes offered by the San Marcos Transit System will be paratransit riders. San Marcos Transit estimated this number by dividing the total number of paratransit passengers by the total number of passengers across all three modes of transportation.

Ridership by Mode	2021*	2022*	2023	2024
Paratransit	7,115	8,054	9,255	9,322
Fixed Route	42,498	52,451	68,293	75,900
Commuter Bus	4,172	15,503	14,880	13,603
% of paratransit riders	13%	10%	10%	9%

* Years impacted by COVID-19 pandemic

San Marcos Transit System has been providing ADA services to individuals that qualify for over three years. ADA trips and cost has been provided to the National Transit Database since fiscal year 2019. Using last year’s data (Fiscal year 2024) San Marcos estimates the Maximum Estimated Trips per Year to be 14,000 and the Maximum Annual Cost to be \$600,000

Past Paratransit plan

This plan has been updated with information for Fiscal Year 2026.

New Paratransit service

San Marcos Transit will modify services if there are changes to the Fixed Route services or a geographic change to the San Marcos UZA. San Marcos Transit will make every effort to comply with the ADA paratransit service criteria. The new Paratransit Plan is defined below:

Service Area

The San Marcos Transit System service will provide ADA paratransit to origins and destinations in all areas within three-quarters of a mile of a fixed route station. Paratransit service will be provided at all times when the fixed route service is available. Paratransit service will run separately from the fixed route.

Restrictions

The San Marcos Transit System will accept and handle all trip requests on a first-come, first-serve basis. San Marcos Transit System will not restrict or prioritize trip purposes for paratransit riders.

Response times

Next-day service is provided through CARTS for requests made any time during the preceding business day prior to 4:00 pm, Monday through Friday. Reservations are taken Monday through Friday during the normal business hours of 8:00 am until 4:00 pm, except on designated holidays or weekends. Reservations can be made up to two weeks in advance.

On days when the offices are closed, and no reservations can otherwise be made and when the following day is a service day, an answering machine or similar recording device is available to patrons for scheduling or canceling reservations. At the opening of the next business day, all messages will be checked, and calls will be returned to confirm reservations or cancellations.

Passengers who use the paratransit service to make regular trips (daily, weekly, etc.) can qualify for a standing reservation service through the Dispatch office. These reservations allow passengers not to have to call and schedule each recurring trip. The ADA does not allow more than 50% of its service to be "subscription" in nature. San Marcos Transit will take subscription requests on a first-come, first-serve basis. Per the San Marcos Transit no-show policy, a standing reservation will be canceled if a passenger makes a standing reservation and has three no-shows. That passenger will not be eligible to qualify for subscription service for 3 months. Trips missed by the individual for reasons beyond his or her control (including, but not limited to, trips that are missed due to operator error) shall not be a basis for determining that such a pattern or practice exists.

Fares

Paratransit service fare will be no more than twice the basic adult fare for a comparable fixed-route trip. A personal care attendant is permitted to accompany an ADA-eligible rider at no charge. Additional riders may accompany the passenger on a space-available basis at the same fare charged to the ADA rider. All riders must have the same origin and destination as the ADA-eligible rider. ADA fares can and will be adjusted when and if the fixed route fares change.

Hours and Days of Service

Paratransit service will be provided during the same period as the San Marcos Transit System fixed route system, which currently operates Monday through Friday from 7:00 am to 6:00 pm. Service is not provided on major holidays on either the fixed route or paratransit service.

Lack of Capacity Constraints

Service will not be limited because of capacity constraints. No waiting lists will be maintained, and the number of trips provided to an individual will not be restricted. Reservation times may be negotiated within one hour of the requested pickup time. Subscription trips will be limited to no more than 50% of complementary paratransit service capacity.

System capacity will be continually monitored and evaluated to determine the need for modification of resources, such as the number of drivers, support staff, and vehicles. The system capacity is 3 passengers/hour. System performance is measured by the number of passengers/hours the system carries, the number of trip denials, and the number of late pickups the system is experiencing.

Timetable for Implementation

Any changes in the Paratransit Plan will be implemented as soon as the San Marcos City Council adopts this policy.

Budget

The following is a five-year projection of the paratransit budget, using the fiscal year 2024 budget numbers as a guide. Though San Marcos Transit System does not anticipate purchasing paratransit specific vehicles in the next 5 years, it is estimated that 10% of the contract cost for paratransit goes to capital expenses.

Fiscal Year	Operating Cost	Capital Expenses
2025	\$582,492	\$58,249
2026	\$599,967	\$59,996
2027	\$617,966	\$61,796
2028	\$636,505	\$63,350
2029	\$655,600	\$65,560

Paratransit Application Process

Eligibility and Application

A passenger interested in riding with San Marcos Paratransit will submit a completed application to the program Coordinator. Within 21 days, the application will be reviewed, and a decision will be made. The completed application will include a medical professional attesting to the passenger's disability and that such disability would prevent the passenger's ability to independently use the fixed route transit or access a fixed route transit bus stop. Once approved, the passenger would be added to the eligibility list, and they can begin scheduling rides. The application is included in Appendix D. If your application for paratransit service is denied, you have the right to appeal the decision.

To appeal the decision, the applicant must submit a request in writing sixty (60) days after receipt of the denial letter.

Appeals may be mailed to:

San Marcos Transit

338 S. Guadalupe Street

San Marcos, TX 78666

Or faxed to: (512) 805-0001

Email to: donna@rideCARTS.com

An appeal will be heard by an ADA Appeals Board. The ADA Appeals Board consists of individuals who are not involved in the initial certification process. Their decision is made independently of the ADA Certification Process.

Upon receipt of your letter, San Marcos Transit will set up a meeting with the ADA Appeals Board. The applicant will be notified by mail of the date and time of this meeting. The applicant will have the opportunity to submit any additional information, written evidence, and/or arguments to support the qualifications for service. The applicant may bring a representative with you to this meeting.

The applicant will be notified of the Appeals Board's decision in writing within thirty (30) days of the hearing. The Board's decision is final.

San Marcos Transit has a program for Senior Citizens 65 and older, information on this service can be found in Appendix E.

Information on applying for San Marcos Paratransit service can be found on the City's Transit webpage: <https://www.sanmarcostx.gov/1300/Transit>.

Visitors

Individuals who are visitors from another area or region have access to the complementary paratransit service provided by San Marcos Transit. Visitors will be asked to provide documentation stating that they are ADA paratransit eligible in the area where they reside to utilize the service. This service is available for a total of 21 days during any 365-day period. If a visitor exceeds any combination of 21 days within a 365-day period, then that individual would be required to submit the San Marcos Transit ADA application.

No Show Policy

The mission of San Marcos Transit is to provide quality and efficient paratransit service to passengers while complying with the ADA. No Shows and late cancellations result in wasted trips that other passengers could have used. San Marcos Transit's policy is to record each customer's no-shows and apply appropriate sanctions when customers establish a pattern of excessive no-shows. The policy is necessary to recognize the negative impact no-shows have on the services provided to other passengers. Each approved applicant for ADA service will be furnished a copy of the San Marcos Transit ADA no-show policy with their receipt of the letter certifying, if applicable, their ADA eligibility.

Procedures

San Marcos Transit schedules pick-up and return trips separately. We will assume all scheduled return trips are needed unless the passenger gives notice that the trip is not needed. If a passenger is a No-Show on their first trip of the day, San Marcos Transit will not automatically cancel subsequent trips of the day. If the passenger does not need the return or other subsequent trip(s), they will need to cancel them as soon as possible.

If a passenger has been transported to their destination but is a "no-show" when the bus returns, they will not be stranded. However, no pick-up window will be guaranteed. Return trips that are not cancelled will be counted as a no-show.

Definitions

The San Marcos Transit definition of a "no-show" is any time a driver goes to pick up a customer and he or she decides not to use the service or is not at the pickup site and has not called in to cancel their trip at least one (1) hour before the scheduled pick-up time. Customers who call at least one (1) hour before their scheduled pickup will not be charged with a "no-show."

If a vehicle arrives at the scheduled location within the 30-minute window and the bus operator cannot reasonably see the customer approaching the vehicle after waiting five minutes, passengers will be charged with a No-Show.

We understand emergencies do occur, and no-shows for reasons that are beyond the passenger's control will not be counted. Examples of excused no-shows include but are not limited to:

- Illness
- Accidents
- Family emergency
- Personal Care Attendant who did not arrive on time to assist the rider
- Passenger's appointment ran longer than expected and customer could not call to cancel
- Acts of God (flood, earthquake, etc.)

No-Shows are not excused when the trip is not canceled at least one (1) hour prior to the scheduled pick-up time and is missed for one of the following reasons:

- Passenger did not want to travel today
- Passenger received another ride
- Passenger told someone other than Customer Service (driver, facility, etc.) that they were not planning to travel.

Should you encounter an emergency, please contact reservations as soon as possible to alert them of your circumstances. Taking these proper steps may prevent your trip from being recorded as a "no-show" and deter from any possible service suspensions.

No Show per 30-day Period.

1 to 14 trips per month – maximum of 2 no-shows per month
15 to 39 trips per month – maximum of 4 no-shows per month
40 to 59 trips per month – maximum of 6 no-shows per month
60+ trips per month – maximum of 8 no-shows per month

If the rider exceeds these limits monthly, they are then subject to the following schedule for suspension of service.

1st violation – letter of warning
2nd violation – 3-day suspension of service
3rd and 4th violations – 15-day suspension of service

Appeal Process

If you have been suspended from service and you feel information regarding your no-show is incorrect, you have the ability to submit an appeal. You can appeal in writing to Customer Service and a representative will contact the passenger within five working days of receiving the notification to schedule a time to visit regarding the appeal. Appeals are granted at the discretion of the Director of Urban Operations.

All appeals must be submitted in writing within 30 days. Please include the time, date, and pickup address of the no-show ride you are appealing.

San Marcos Transit
Customer Service
P.O. Box 6050
Austin, TX 78666

Or email at info@ridecarts.com

Notification of No-Show Policy

ADA Patron
Address
Dear

It is the policy of San Marcos Transit to inform our patrons of factors that may affect their transit services. No-shows are one of those factors.

No-Shows, as well as late cancellations, result in wasted trips which could have been used by other passengers. It is the policy of San Marcos Transit to record each customer's no-shows and apply appropriate sanctions when customers establish a pattern of excessive No-Shows.

For your information, attached is the policy that provides what defines a No-Show and what actions may be taken.

Thank you for your patronage.

Appendix A – Comments on Proposed Paratransit Plan

Appendix B – Fixed-Route Map

Schedule

Schedules Explained

Stop Names

*denotes scheduled timepoint
all other times are estimated.

Stop Numbers

Stop numbers can be used to find stops on the map.

ROUTE 0 -Example				
Stop Name	City Hall*	Library	HEB*	Bus Station
Stop Number	1	2	3	4
Trip 1	7:00 AM	7:03 AM	7:06 AM	7:10 AM
Trip 2	8:00 AM	8:03 AM	8:06 AM	9:10 AM
Last Stop	6:00 PM			
	Inbound		Outbound	

Last Stop is drop off only.

These denote directionality of the route.

ROUTE 2							
Stop Name	Carts Station (Start)*	City Hall	Golds Gym	Paint Brush On Post Rd. *	Big HEB	Library	Carts Station (Return)
Stop Number	55	20	18	0	19	21	55
Trip 1	7:00 AM	7:04 AM	7:05 AM	7:12 AM	7:21 AM	7:23 AM	7:27 AM
Trip 2	8:00 AM	8:04 AM	8:05 AM	8:12 AM	8:21 AM	8:23 AM	8:27 AM
Trip 3	9:00 AM	9:04 AM	9:05 AM	9:12 AM	9:21 AM	9:23 AM	9:27 AM
Trip 4	10:00 AM	10:04 AM	10:05 AM	10:12 AM	10:21 AM	10:23 AM	10:27 AM
Trip 5	11:00 AM	11:04 AM	11:05 AM	11:12 AM	11:21 AM	11:23 AM	11:27 AM
Trip 6	12:00 PM	12:04 PM	12:05 PM	12:12 PM	12:21 PM	12:23 PM	12:27 PM
Trip 7	1:00 PM	1:04 PM	1:05 PM	1:12 PM	1:21 PM	1:23 PM	1:27 PM
Trip 8	2:00 PM	2:04 PM	2:05 PM	2:12 PM	2:21 PM	2:23 PM	2:27 PM
Trip 9	3:00 PM	3:04 PM	3:05 PM	3:12 PM	3:21 PM	3:23 PM	3:27 PM
Trip 10	4:00 PM	4:04 PM	4:05 PM	4:12 PM	4:21 PM	4:23 PM	4:27 PM
Trip 11	5:00 PM	5:04 PM	5:05 PM	5:12 PM	5:21 PM	5:23 PM	5:27 PM
Last Stop	5:30 PM						
	Outbound				Inbound		

ROUTE 4						
Stop Name	Carts Station (Start)*	Conway Park	Post Office	Walmart *	Conway Park	Carts Station (Return)*
Stop Number	55	70	76	82	71	55
Trip 1	7:00 AM	7:07 AM	7:11 AM	7:15 AM	7:22 AM	7:28 AM
Trip 2	7:30 AM	7:37 AM	7:41 AM	7:45 AM	7:52 AM	7:58 AM
Trip 3	8:00 AM	8:07 AM	8:11 AM	8:15 AM	8:22 AM	8:28 AM
Trip 4	8:30 AM	8:37 AM	8:41 AM	8:45 AM	8:52 AM	8:58 AM
Trip 5	9:00 AM	9:07 AM	9:11 AM	9:15 AM	9:22 AM	9:28 AM
Trip 6	9:30 AM	9:37 AM	9:41 AM	9:45 AM	9:52 AM	9:58 AM
Trip 7	10:00 AM	10:07 AM	10:11 AM	10:15 AM	10:22 AM	10:28 AM
Trip 8	10:30 AM	10:37 AM	10:41 AM	10:45 AM	10:52 AM	10:58 AM
Trip 9	11:00 AM	11:07 AM	11:11 AM	11:15 AM	11:22 AM	11:28 AM
Trip 10	11:30 AM	11:37 AM	11:41 AM	11:45 AM	11:52 AM	11:58 AM
Trip 11	12:00 PM	12:07 PM	12:11 PM	12:15 PM	12:22 PM	12:28 PM
Trip 12	12:30 PM	12:37 PM	12:41 PM	12:45 PM	12:52 PM	12:58 PM
Trip 13	1:00 PM	1:07 PM	1:11 PM	1:15 PM	1:22 PM	1:28 PM
Trip 14	1:30 PM	1:37 PM	1:41 PM	1:45 PM	1:52 PM	1:58 PM
Trip 15	2:00 PM	2:07 PM	2:11 PM	2:15 PM	2:22 PM	2:28 PM
Trip 16	2:30 PM	2:37 PM	2:41 PM	2:45 PM	2:52 PM	2:58 PM
Trip 17	3:00 PM	3:07 PM	3:11 PM	3:15 PM	3:22 PM	3:28 PM
Trip 18	3:30 PM	3:37 PM	3:41 PM	3:45 PM	3:52 PM	3:58 PM
Trip 19	4:00 PM	4:07 PM	4:11 PM	4:15 PM	4:22 PM	4:28 PM
Trip 20	4:30 PM	4:37 PM	4:41 PM	4:45 PM	4:52 PM	4:58 PM
Trip 21	5:00 PM	5:07 PM	5:11 PM	5:15 PM	5:22 PM	5:28 PM
Trip 22	5:30 PM	5:37 PM	5:41 PM	5:45 PM	5:52 PM	5:58 PM
Last Stop	6:00 PM					
	Outbound			Inbound		

ROUTE 1V										
Stop Name	Village*	Stonebrook	Government Center	Hopkins @ Olive St.	City Hall	Walmart*	Library	Little HEB	Hopkins @ Bishop St.	Mariposa
Stop Number	113	38	109	30	20	82	21	24	29	112
Trip 1	7:00 AM	7:07 AM	7:09 AM	7:15 AM	7:25 AM	7:30 AM	7:35 AM	7:39 AM	7:45 AM	7:51 AM
Trip 2	8:00 AM	8:07 AM	8:09 AM	8:15 AM	8:25 AM	8:30 AM	8:35 AM	8:39 AM	8:45 AM	8:51 AM
Trip 3	9:00 AM	9:07 AM	9:09 AM	9:15 AM	9:25 AM	9:30 AM	9:35 AM	9:39 AM	9:45 AM	9:51 AM
Trip 4	10:00 AM	10:07 AM	10:09 AM	10:15 AM	10:25 AM	10:30 AM	10:35 AM	10:39 AM	10:45 AM	10:51 AM
Trip 5	11:00 AM	11:07 AM	11:09 AM	11:15 AM	11:25 AM	11:30 AM	11:35 AM	11:39 AM	11:45 AM	11:51 AM
Trip 6	12:00 PM	12:07 PM	12:09 PM	12:15 PM	12:25 PM	12:30 PM	12:35 PM	12:39 PM	12:45 PM	12:51 PM
Trip 7	1:00 PM	1:07 PM	1:09 PM	1:15 PM	1:25 PM	1:30 PM	1:35 PM	1:39 PM	1:45 PM	1:51 PM
Trip 8	2:00 PM	2:07 PM	2:09 PM	2:15 PM	2:25 PM	2:30 PM	2:35 PM	2:39 PM	2:45 PM	2:51 PM
Trip 9	3:00 PM	3:07 PM	3:09 PM	3:15 PM	3:25 PM	3:30 PM	3:35 PM	3:39 PM	3:45 PM	3:51 PM
Trip 10	4:00 PM	4:07 PM	4:09 PM	4:15 PM	4:25 PM	4:30 PM	4:35 PM	4:39 PM	4:45 PM	4:51 PM
Trip 11	5:00 PM	5:07 PM	5:09 PM	5:15 PM	5:25 PM	5:30 PM	5:35 PM	5:39 PM	5:45 PM	5:51 PM
Last Stop	6:00 PM									
	Inbound					Outbound				

ROUTE 3							
Stop Name	Carts Station (Start)*	Gold's Gym	Uhland @ IH35*	Big HEB	Library	Hopkins @ LBJ St.	Carts Station (Return)
Stop Number	55	18	10	19	21	23	55
Trip 1	7:30 AM	7:35 AM	7:44 AM	7:51 AM	7:53 AM	7:55 AM	7:57 AM
Trip 2	8:30 AM	8:35 AM	8:44 AM	8:51 AM	8:53 AM	8:55 AM	8:57 AM
Trip 3	9:30 AM	9:35 AM	9:44 AM	9:51 AM	9:53 AM	9:55 AM	9:57 AM
Trip 4	10:30 AM	10:35 AM	10:44 AM	10:51 AM	10:53 AM	10:55 AM	10:57 AM
Trip 5	11:30 AM	11:35 AM	11:44 AM	11:51 AM	11:53 AM	11:55 AM	11:57 AM
Trip 6	12:30 PM	12:35 PM	12:44 PM	12:51 PM	12:53 PM	12:55 PM	12:57 PM
Trip 7	1:30 PM	1:35 PM	1:44 PM	1:51 PM	1:53 PM	1:55 PM	1:57 PM
Trip 8	2:30 PM	2:35 PM	2:44 PM	2:51 PM	2:53 PM	2:55 PM	2:57 PM
Trip 9	3:30 PM	3:35 PM	3:44 PM	3:51 PM	3:53 PM	3:55 PM	3:57 PM
Trip 10	4:30 PM	4:35 PM	4:44 PM	4:51 PM	4:53 PM	4:55 PM	4:57 PM
Trip 11	5:30 PM	5:35 PM	5:44 PM	5:51 PM	5:53 PM	5:55 PM	5:57 PM
Last Stop	6:00 PM						
	Outbound				Inbound		

ROUTE 1W										
Stop Name	Walmart*	Library	Little HEB	Hopkins @ Bishop St.	Stonebrook	Sam's Club*	Hospital	Government Center	Hopkins @ Olive St.	City Hall
Stop Number	82	21	24	29	38	42	45	109	30	20
Trip 1	7:00 AM	7:08 AM	7:14 AM	7:17 AM	7:21 AM	7:30 AM	7:34 AM	7:41 AM	7:44 AM	7:50 AM
Trip 2	8:00 AM	8:08 AM	8:14 AM	8:17 AM	8:21 AM	8:30 AM	8:34 AM	8:41 AM	8:44 AM	8:50 AM
Trip 3	9:00 AM	9:08 AM	9:14 AM	9:17 AM	9:21 AM	9:30 AM	9:34 AM	9:41 AM	9:44 AM	9:50 AM
Trip 4	10:00 AM	10:08 AM	10:14 AM	10:17 AM	10:21 AM	10:30 AM	10:34 AM	10:41 AM	10:44 AM	10:50 AM
Trip 5	11:00 AM	11:08 AM	11:14 AM	11:17 AM	11:21 AM	11:30 AM	11:34 AM	11:41 AM	11:44 AM	11:50 AM
Trip 6	12:00 PM	12:08 PM	12:14 PM	12:17 PM	12:21 PM	12:30 PM	12:34 PM	12:41 PM	12:44 PM	12:50 PM
Trip 7	1:00 PM	1:08 PM	1:14 PM	1:17 PM	1:21 PM	1:30 PM	1:34 PM	1:41 PM	1:44 PM	1:50 PM
Trip 8	2:00 PM	2:08 PM	2:14 PM	2:17 PM	2:21 PM	2:30 PM	2:34 PM	2:41 PM	2:44 PM	2:50 PM
Trip 9	3:00 PM	3:08 PM	3:14 PM	3:17 PM	3:21 PM	3:30 PM	3:34 PM	3:41 PM	3:44 PM	3:50 PM
Trip 10	4:00 PM	4:08 PM	4:14 PM	4:17 PM	4:21 PM	4:30 PM	4:34 PM	4:41 PM	4:44 PM	4:50 PM
Trip 11	5:00 PM	5:08 PM	5:14 PM	5:17 PM	5:21 PM	5:30 PM	5:34 PM	5:41 PM	5:44 PM	5:50 PM
Last Stop	6:00 PM									
	Outbound					Inbound				

ROUTE 5								
Stop Name	Carts Station (Start)*	Hays county Health Center	Target	Outlets on Centerpoint*	Broadway St. @ Anita Reyes Park	University @ Woods St.	Craddock Ave. @ Algarita St.*	Academy St @ Speck Garage
Stop Number	55	108	49	46	118	57	61	59
Trip 1	7:00 AM	7:06 AM	7:09 AM	7:15 AM	7:23 AM	7:32 AM	7:42 AM	7:48 AM
Trip 2	8:00 AM	8:06 AM	8:09 AM	8:15 AM	8:23 AM	8:32 AM	8:42 AM	8:48 AM
Trip 3	9:00 AM	9:06 AM	9:09 AM	9:15 AM	9:23 AM	9:32 AM	9:42 AM	9:48 AM
Trip 4	10:00 AM	10:06 AM	10:09 AM	10:15 AM	10:23 AM	10:32 AM	10:42 AM	10:48 AM
Trip 5	11:00 AM	11:06 AM	11:09 AM	11:15 AM	11:23 AM	11:32 AM	11:42 AM	11:48 AM
Trip 6	12:00 PM	12:06 PM	12:09 PM	12:15 PM	12:23 PM	12:32 PM	12:42 PM	12:48 PM
Trip 7	1:00 PM	1:06 PM	1:09 PM	1:15 PM	1:23 PM	1:32 PM	1:42 PM	1:48 PM
Trip 8	2:00 PM	2:06 PM	2:09 PM	2:15 PM	2:23 PM	2:32 PM	2:42 PM	2:48 PM
Trip 9	3:00 PM	3:06 PM	3:09 PM	3:15 PM	3:23 PM	3:32 PM	3:42 PM	3:48 PM
Trip 10	4:00 PM	4:06 PM	4:09 PM	4:15 PM	4:23 PM	4:32 PM	4:42 PM	4:48 PM
Trip 11	5:00 PM	5:06 PM	5:09 PM	5:15 PM	5:23 PM	5:32 PM	5:42 PM	5:48 PM
Last Stop	6:00 PM							
	Outbound				Inbound			

ROUTE 6					
Stop Name	Carts Station (Start)*	Sunrise Vilalae SB	Guadalupe Meatmarket*	Sunrise Village NB	Carts Station (Return)
Stop Number	55	97	103	98	55
Trip 1	7:00 AM	7:04 AM	7:14 AM	7:24 AM	7:30 AM
Trip 2	8:00 AM	8:04 AM	8:14 AM	8:24 AM	8:30 AM
Trip 3	11:00 AM	11:04 AM	11:14 AM	11:24 AM	11:30 AM
Trip 4	3:00 PM	3:04 PM	3:14 PM	3:24 PM	3:30 PM
Trip 5	4:00 PM	4:04 PM	4:14 PM	4:24 PM	4:30 PM
Last Stop	4:30 PM				
	Outbound			Inbound	

ROUTE 7					
Stop Name	Carts Station (Start)*	Hopkins @ Bishop St.	Scheib Center*	Dunbar Park	Carts Station (Return)*
Stop Number	55	29	90	95	55
Trip 1	7:30 AM	7:36 AM	7:42 AM	7:48 AM	7:55 AM
Trip 2	8:30 AM	8:36 AM	8:42 AM	8:48 AM	8:55 AM
Trip 3	11:30 AM	11:36 AM	11:42 AM	11:48 AM	11:55 AM
Trip 4	3:30 PM	3:36 PM	3:42 PM	3:48 PM	3:55 PM
Trip 5	4:30 PM	4:36 PM	4:42 PM	4:48 PM	4:55 PM
Last Stop	5:00 PM				
	Outbound			Inbound	

Contact
512-805-7433
Transit@sanmarcostx.gov

Scooters and Ebikes
Find out more about using a publicly available Scooter or E-bike.



Scooters e Ebikes
Más información sobre el uso de scooters y bicicletas eléctricas de uso público.

Bringing your bike
Each bus includes 2 exterior bike racks. Bikes must be placed on the exterior bike rack. Gas powered bikes are not allowed on the bike rack.



Transporte de bicicletas
Cada autobús incluye 2 portabicicletas exteriores. Las bicicletas deben colocarse en el portabicicletas exterior. Las bicicletas a gasolina no están permitidas en el portabicicletas.



San Marcos Transit Local service System

(Note: Paratransit & Interurban Routes are not Shown.)

The bus operates on a regular schedule. Please arrive at the bus stop 10 minutes early. Drivers will announce major stops, and you can signal the operator to stop when the bus is approximately one block away from your destination.

El autobús opera en un horario regular. Llegue a la parada con 10 minutos de antelación. Los conductores anunciarán las paradas más importantes y usted podrá indicar al operador que se detenga cuando el autobús esté aproximadamente a una manzana de su destino.

There is no fare to ride the bus in town.

El autobús urbano es gratuito.

Real Time Bus Tracker



Localizador de autobuses en tiempo real

B CARTS Bus Station With service to Austin

● Bus Stop

1V 1V - Village

1W 1W - Hopkins/Wonder World

2 2 - Thorpe/Post

3 3 - Thorpe/Uhland

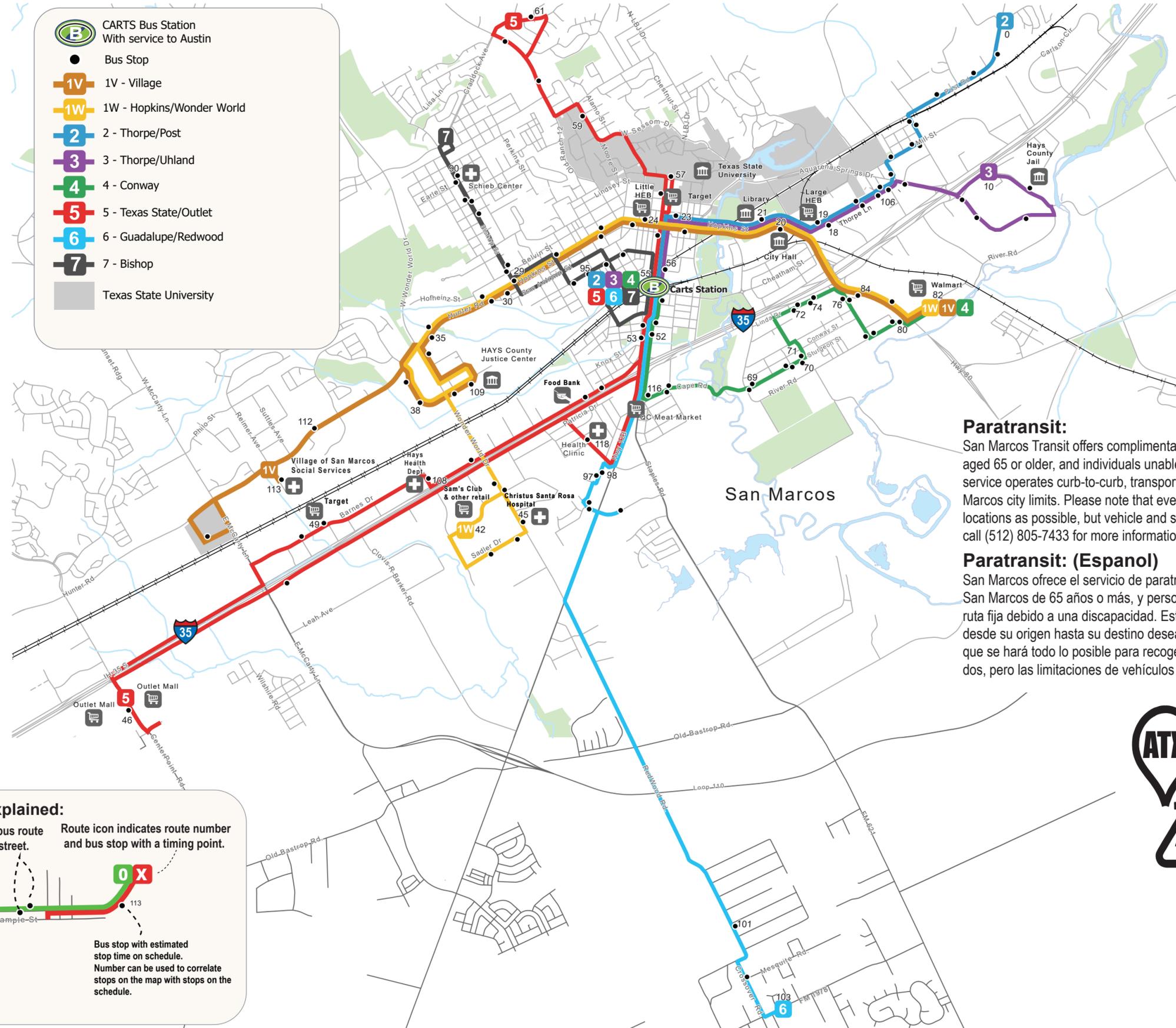
4 4 - Conway

5 5 - Texas State/Outlet

6 6 - Guadalupe/Redwood

7 7 - Bishop

■ Texas State University



This Map Explained:

Position of stop on bus route indicates side of street.

Route icon indicates route number and bus stop with a timing point.

bus stop

Example St

113

Bus stop with estimated stop time on schedule. Number can be used to correlate stops on the map with stops on the schedule.

Paratransit:

San Marcos Transit offers complimentary paratransit service for registered individuals: San Marcos residents aged 65 or older, and individuals unable to use traditional fixed-route transit services due to a disability. This service operates curb-to-curb, transporting riders from their origin to their desired destination within San Marcos city limits. Please note that every attempt will be made to pick up and drop off as close to the desired locations as possible, but vehicle and safety constraints may require modifications to nearby areas. Please call (512) 805-7433 for more information.

Paratransit: (Espanol)

San Marcos ofrece el servicio de paratransito de forma gratuita para las personas registradas - residentes de San Marcos de 65 años o más, y personas que no pueden utilizar los servicios tradicionales de transporte de ruta fija debido a una discapacidad. Este servicio funciona de acera a acera, transportando a los pasajeros desde su origen hasta su destino deseado dentro de los límites de la ciudad de San Marcos. Tenga en cuenta que se hará todo lo posible para recoger y dejar a los pasajeros lo más cerca posible de los lugares deseados, pero las limitaciones de vehiculos y de seguridad pueden requerir modificaciones en las zonas cercanas.

Interurban Bus Service

Bus service runs round trip between Austin and San Marcos. For more info visit:

sanmarcostx.gov/Transit

Servicio de autobús interurbano

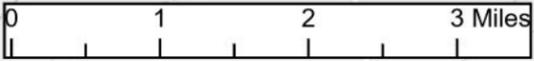
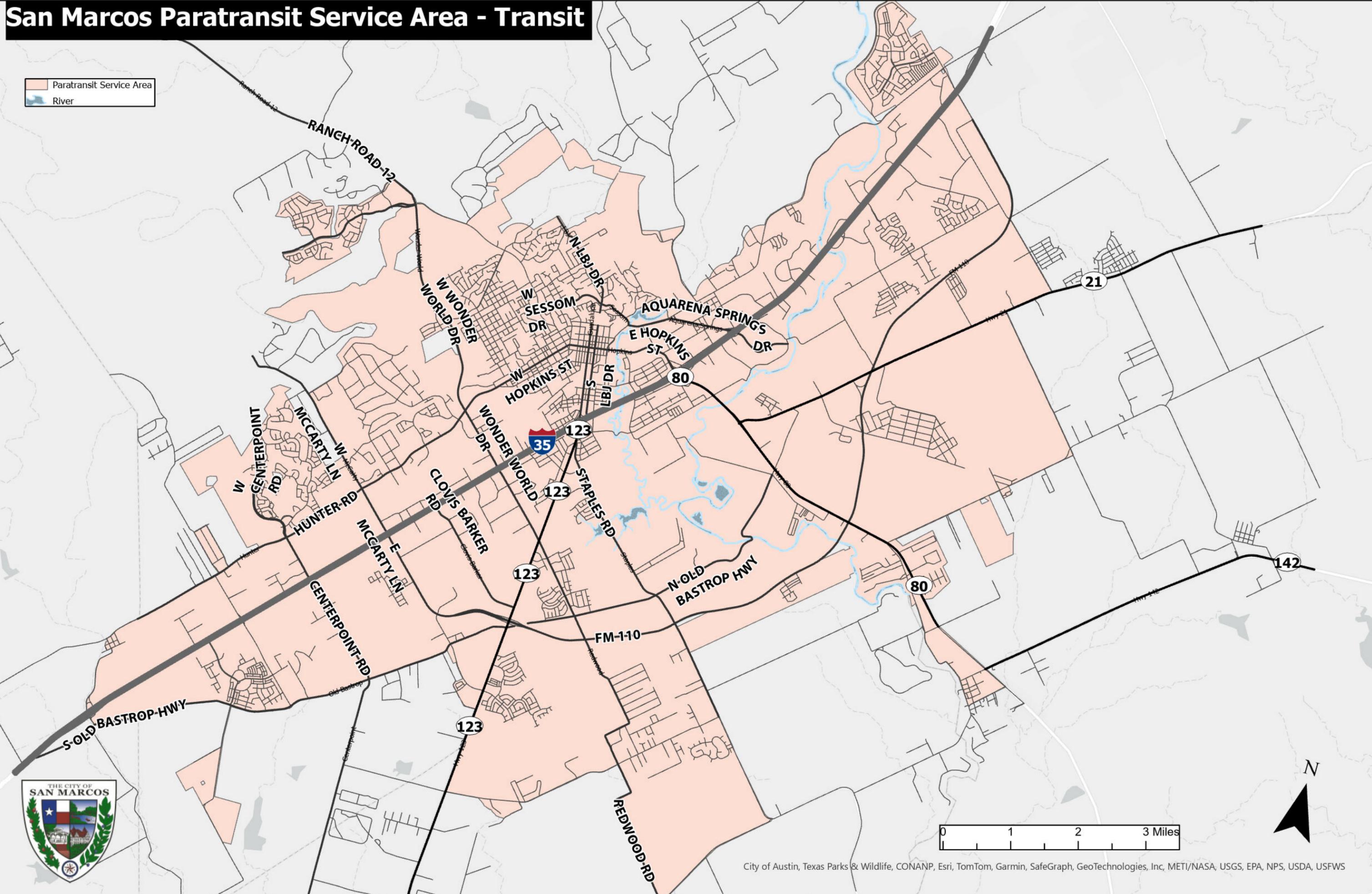
Existe un servicio de autobús de ida y vuelta entre Austin y San Marcos. Para más información, visite: sanmarcostx.gov/Transit



Appendix C – Paratransit Service Area Map

San Marcos Paratransit Service Area - Transit

Paratransit Service Area
River



Appendix D – Paratransit Application

ADA ELIGIBILITY APPLICATION



THE BUS provides complementary paratransit to eligible people living in or visiting the City of San Marcos.

Through our Complementary Paratransit services, THE BUS provides an equivalent accessible transportation option to people who are unable to use the fixed-route bus service because of a disability. THE BUS provides rides, from origin to destination, within the city limits of San Marcos.

Transportation services are accessed by completing this application and being certified through THE BUS, or if you are visiting from another area, by providing documentation of ADA certification from a transportation service in another area of the country.

Who should apply for ADA services?

- ▶ People who are unable to use the fixed-route public bus services because of barriers like steep stairs, busy intersections, hills, lack of curb cuts, lack of sidewalks, unavailability of a lift on a public bus, weather-related heat or cold, difficulty traveling along and/or recognizing new destinations.
- ▶ People with mobility impairments due to visual limitations, arthritis, spinal cord injury, or other physical and/or cognitive limitations that are a barrier to using fixed route services.

How do people apply for ADA services?

- ▶ Complete this application and **sign the Release of Information** section.
- ▶ Have your doctor, rehabilitation specialist, or other qualified health care provider complete and sign the professional verification section.
- ▶ Send the completed application to:

THE BUS
338 S. Guadalupe Street
San Marcos, TX 78666
Or Fax to: 512-805-0001

If you need an alternative format of this application or additional information, please contact us at (512) 805-7433 or donna@ridecarts.com.

If you have a **physical or functional disability, as defined by the Americans with Disabilities Act (ADA), which limits you from using fixed-route accessible buses**, you may be eligible for THE BUS Paratransit service. The information obtained in this certification process will be used to determine your eligibility. The information may be shared with other transit providers to facilitate your travel in other areas.

This application must be **filled out completely**, including the verification of eligibility by a qualified professional. Incomplete applications will be returned to applicants.

Step 1: Complete the General Information Section

NAME:

Last _____ First _____ MI _____

ADDRESS:

Street _____ City _____ State _____ Zip _____

PHONE:

Home _____ Work _____ Cell _____

DATE OF BIRTH:

___/___/___

EMERGENCY CONTACT:

NAME: _____ PHONE #: _____

ADDRESS: _____

Step 2: Information about your disability

1 What disability prevents you from using the Fixed Route Bus Service? Please specify all that apply. _____

2 How does your disability prevent you from using the Fixed Route Bus Service? _____

3 Please describe the area where you live (e.g., flat, very steep hill, long, gradual hill, etc.). _____

4 Are there sidewalks at your residence? _____ Is one needed? _____

5 What is the most difficult part of riding the bus for you? _____

6 What is the closest bus stop to your home? (Please give location) _____

In the next section, please check "YES", "NO", OR "SOMETIMES". If you answer "NO" or "SOMETIMES" to any of these questions, you must explain your answer in the space provided below the question.

7 Can you get to this bus stop by yourself? ___ YES ___ NO ___ SOMETIMES

8 Can you board the bus by yourself? ___ YES ___ NO ___ SOMETIMES

9 If vision-impaired, are you able to travel a distance of 200 feet without assistance?

___ YES ___ NO ___ SOMETIMES

10 Are you able to travel a distance of 3 blocks (1/4 mile) without assistance over different types of terrain?

___ YES ___ NO ___ SOMETIMES

11 Are you able to climb three 12-inch steps without assistance?

___ YES ___ NO ___ SOMETIMES

12 Are you able to cross: ___ 2-way stop ___ 4-way stop

___ YES ___ NO ___ SOMETIMES

13 Are you able to cross traffic light-controlled intersections in the following areas?

___ Residential ___ Semi-Business ___ Business

___ YES ___ NO ___ SOMETIMES

14 If you have a cognitive disability, are you able to give your name, address, and telephone number upon request? ___ YES ___ NO ___ SOMETIMES

15 Are you able to recognize your destination or landmark?

___ YES ___ NO ___ SOMETIMES

16 Are you able to deal with unexpected situations or unexpected changes in routine?

YES NO SOMETIMES

17 Are you able to ask for, understand, and follow directions?

YES NO SOMETIMES

18 Are you able to safely and effectively travel through crowded and/or complex facilities?

YES NO SOMETIMES

19 Do you use the Fixed Route buses now? If NO or SOMETIMES, what limits or prevents you from using the buses? (e.g. no sidewalks)

YES NO SOMETIMES

20 If you do not ride the fixed route buses, how do you currently travel? (e.g. family, friends)

21 Have you ever received any training to use the fixed route bus service? YES NO

If not, would you like to participate in training? YES NO

22 If you are visually impaired, have you received mobility training from another organization such as Texas Department of Assistive and Rehabilitative Services or ARCIL? YES NO

23 Do you use any of the following assistive devices? (Check all that apply)

Manual wheelchair—passenger is able to transfer to a seat

Passenger is not able to transfer to a seat without assistance

High Wheelchair

Long Wheelchair

Electric Wheelchair

Power Scooter

Walker (foldable)

Cane

Crutches

Guide Dog

Oxygen

APPLICANT AGREEMENT

I agree that, if I am certified for THE BUS Paratransit service, I will pay the exact fare, if required, for each trip. I agree to notify the office of any changes in my status which may affect my eligibility to use the service. I also understand that failure to adhere to the policies and procedures will be grounds for revoking my application and the right to participate in the program.

I understand and agree to hold THE BUS harmless against all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety of the adaptive equipment or certified guide/service animal that I require for mobility. I have read and fully understand the conditions for service outlined in the Rider's Guide and agree to abide by them.

I hereby authorize the release of verification information and any additional information to THE BUS for the purpose of evaluating my eligibility to participate in the Program.

I certify that the information provided in this application is true and correct.

Signature

Date

If someone assisted you in completing this application, please provide their information and their signature below.

NAME: _____ DAYTIME PHONE #: _____

ADDRESS:

Street _____ Apt. # _____

City _____ State _____ Zip _____

Signature

Date

An Eligibility Specialist will review your application and may ask you additional questions. You may also be required to participate in an assessment in the community so we can further evaluate your functional abilities.

Health Care Professional Verification of Eligibility

ALL INFORMATION FOR VERIFICATION OF ELIGIBILITY MUST BE FILLED IN BY A QUALIFIED HEALTH CARE PROFESSIONAL.

PERSON COMPLETING VERIFICATION: _____

PROFESSIONAL TITLE: _____

AGENCY AFFILIATION: _____

STATE OF TEXAS CERTIFICATION ID# _____

BUSINESS ADDRESS: _____
Street Ste. #

City State Zip

BUSINESS PHONE NUMBER _____

What is the medical diagnosis that causes the disability?

Is this condition: Temporary_____ Permanent_____

If temporary, what is the expected duration? _____
Dates of Duration

I verify that the information provided above for verification is true and correct to the best of my knowledge.

Signature of Qualified Professional

Date



Appendix E – Paratransit Program for Senior Citizens

Senior Transportation is part of the San Marcos Transit program.

Who is eligible?

- Residents who live in the City Limits of San Marcos who are 65+

How does it work?

- Services provided Monday through Friday, 8:00am to 5:00pm, except holidays.
- Drivers provide curb to curb service. Assistance provided from door to door when requested. Drivers do not enter homes.
- Reservations must be scheduled the day before and maybe scheduled up to two weeks in advance.
- Requires proof of age (driver license, etc.)
- Passengers must register and let reservation staff know if they need handicap accessible bus when scheduling a ride.

Types of Services

- Reserve-a-Ride: Choose when and where you want to go within the City Limits of San Marcos.
- Errands: Destinations include grocery store, shopping centers, bank, or hair salon.
- Medical Appointments: Destinations include doctor, dentist, etc. (non-emergency)

Fares

- \$0.00 one-way for dial-a-ride transportation, \$0.00 for San Marcos Fixed Route.
- Free for seniors to the congregate meal lunch program (requires application.)

To make a reservation call – 512-478-7433 or 800-456-7433